



**Minutes of the Whitewater Health PPG AGM meeting  
held on Thursday 22nd February 2024 at Hook Surgery at 6.05pm**

**Present:**

Annette Rushmere, Ann-Marie Mawson, Helen Griffiths, Tim Colman, Frazer Hamilton, Stella Potter, Helen Griffiths, Eva Skarzynski and in attendance James Perrin and Janey Mill.

**1. Welcome and Apologies**

Annette welcomed the group. Apologies were received from Alison Bataller, Gill Harden, Tracie Heatherington-Chatt and Steve Morgan. Annette said that Steve has resigned from the PPG.

**2. Minutes of AGM held on 16th February 2023.**

These were approved.

**3. Reports from PPG Officers**

**3.1 Chair's Report**

**Overview of membership**

We have held 11 PPG meetings this year with an attendance percentage ranging from 66% to 90%. Our business manager attended 8 meetings and the GP's attended 6 meetings.

In January 2023 we had 12 members. Since then Anastasia IBracke left in June [and was replaced by Eva Skarzynski,] Chris Cornwell stepped down in September, and Steve Morgan in February 2024. Our membership is now 10 plus our note taker with 6 people from Hook and 2 from Hartley Wintney and 2 from other villages. We could improve our representation further with representation from young families and more representation from Hartley Wintney.

**Visitors**

During the year Sharma Pudaruth, Well Being Coach attended in September to describe her role. Fergus Kirkham has also joined us on a quarterly basis as a link with Hook Parish Council.

**External meetings**

- The chair [and vice chair] attended monthly meetings with the North Hants PPG group and from July the chair now chairs the North Hants group together with

the Chineham PPG Chair. These have now been reorganised to quarterly meetings

- There were also quarterly attendances with the business manager at the Over 55s Forum in Hartley Wintney to provide an update.
- The chair made a presentation to Hartley Wintney Parish Council at the AGM in May with the practice business manager
- Two PPG members met with a group of patients in May to discuss their concerns which were fed back to the practice
- Chair attended the NAPP AGM online on Saturday 18th November
- Over the year the chair met with prospective people who are now on the PPG waiting list and we have ongoing interest in the PPG
- There have been 2 PCN meetings attended by the PPG.
- There were also extra meetings with local parish councillors with the practice business manager and Dr Fernando, Hart District councillor Tim Southern and our MP Ranil Jayawardena to help us address and explain practice issues and abuse by patients towards practice staff.

### **Achievements /Projects / involvement by the PPG**

- We had an article published in the local Contact and Hook Focus magazines in June to address practice issues and abuse together with the practice business manager. There was evidence to show that this intervention helped the practice
- Video clips were made by the ICB of our PPG on May 18th to promote the role of PPGs during PPG awareness week. This was live on the ICB website
- Video clips were made of practice staff on 7th July to explain the new roles in Primary care by our MP's team and promoted on Facebook and the practice website
- Regular meetings between pharmacies have been set up and relationships and communications have improved.
- The PPG helped at the flu and covid vaccination clinics in October /November 2023.
- We are [with the practice's help] updating the mental health infographic for publication
- We are also supporting the practice by providing young patients with white coat syndrome a 'book in a bag' to distract them. The books are donations from patients and the bags are being made by a local sewing group.
- We investigated the use of Instagram with help from the ICB and decided that the PPG didn't have the resources to support this effectively.

### **Practice Issues**

The PPG has an excellent relationship with the practice business manager who keeps the PPG up to date. Ongoing contact has also been maintained with the GPs and the PPG has benefitted from the excellent presentations from the business manager throughout the year. We are very grateful for this support and that from the whole practice team as we couldn't function properly as a PPG without it. [Indeed some PPGs struggle with this].

During the year 2 of the GP partners retired. We are very grateful for all their support and wish them well in their retirement.

We were delighted to welcome new input from Fergus Kirkham a Hook Parish councillor, whilst maintaining contact with Chris Cornwell from Hartley Wintney Parish council. The over 55s Forum attended by the chair and the business manager also provides a useful route to for us to communicate with the whole neighbourhood.

Throughout the year we have informed, supported and challenged the practice in our role as critical friend. It continues to be a very challenging time for the practice and we are all aware of the national picture and the unrelenting demand placed on Primary Care. We have tried to inform patients of the changes and the video clips and our magazines and facebook content helps with this. We continue to be horrified at the behaviour of some patients towards the practice whilst understanding their frustrations with getting an appointment or getting through on the phone!

I continue to be very proud of our PPG and the support all the members provide to the group. We have a membership with a diverse set of skills and experience that people are very willing to give.

I would like to extend a huge thank you to all the PPG members for their help and support during the year and to the Vice chair for his endless support on the phone - wherever he is !!

The PPG also needs to say a very special thank you to our note taker. We are very grateful for her help. Annette Rushmere February 2024

### **3.2 Vice Chair/ North Hants PPGs Representatives Report**

PPG Vice Chair 2023-2024 Activity Summary including North Hampshire PPGs (previously CCG) Representation

In support of Annette Rushmere, and representing our PPG, I have attended all but one of the N Hampshire PPG meetings in the past 12 months – all “virtual” meetings using Microsoft Teams.

Whilst it is important that we are represented, I previously stated that I felt that these meetings actually achieve very little. However, the meetings now have a new Chair (Annette Rushmere) and they are run in a more structured manner than previously - which is certainly beneficial. But, an area of concern is that the meetings are not statutory and the ICB does not support them in any obvious manner.

A decision was taken part way through 2023 that the meetings would – in the future – be held quarterly unless there are urgent and strategic matters to discuss,

With regard to our practice PPG I have been able to back-up Annette in most of the more confidential discussions with the partners. These discussions have included an in-depth discussion on major strategic issues that Annette needs – in her role as Chair – to consider.

Although I spend much of each Summer in France, I have been able to attend all of our virtual meetings and more recently our face-to-face meetings in the surgery. In the future, I will do my utmost to attend face-to-face meetings by co-ordinating my regular return trips to Hook with the dates of our PPG meetings.

As I reflect on our activities over the past 12 months I am happy that we have established very good relationships with both the Hook and Hartley Wintney Parish Councils. We also helped the practice to reduce the amount of abuse from patients towards practice staff. Although that situation is again raising its ugly head I will continue to support Annette and the practice in addressing the issue and publicising the steps that will be taken to remove persistent abusers from the practice list.

To summarise, I believe, and hope, that my input as a “strategic thinker” is of value in my support of our Chair, our PPG and the Practice as a whole and am happy to continue to provide that support.

I remain delighted that we are without doubt the most active PPG in the area.

Tim Colman 28<sup>th</sup> January 2024

### **3.3 Communication and Publicity Reports**

#### **Report from Frazer Hamilton**

##### **PPG Communications Report**

Earlier in the year Alison updated our Communications Manual. The aim of the Manual is to describe the key methods used by the PPG to communicate with patients. We also took the opportunity to simplify and document some of our key communications processes.

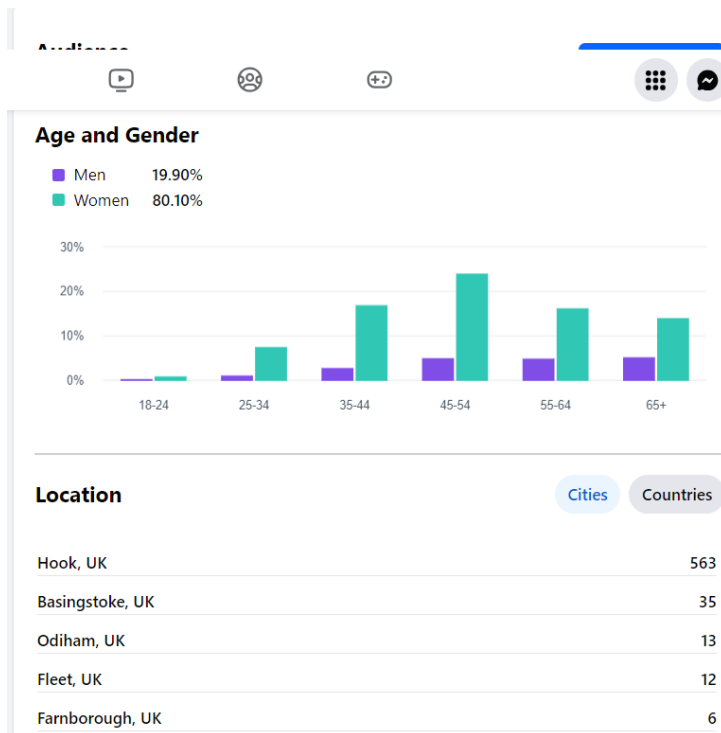
[Alison’s report attached ]

In the first quarter we agreed the health topics to be covered in our monthly updates for the year. We produced seven health topics during 2023 and have an agreed list of topics for 2024.

Louise joined us briefly and produced a user friendly Facebook guide.

The channels we use are Facebook, local publications, schools, club and associations distributions. The information is sent each month to meet publication deadlines and sometimes the information can be dated when it is printed. We align our generic monthly publication on magazines and Facebook. We supplement our Facebook Page with more immediate information on a regular basis be that from the NHSE, the Practice or HIOW ICB website.

We have 718 followers. On average each posting reaches 1000 families.



Clearly, we have many more female followers than male and perhaps we need to give that some thought.

We have tried increasing our reach through Instagram but this requires intensive resources to make it successful -which the PPG does not have as we are all volunteers. We have therefore decided to discontinue Instagram posts.

For the year it may be that we extend our Facebook publication and revert to posting our content on local pages to increase coverage.

Emails to the PPG have been few this year but all have been answered within 24 hours and dealt with.

Helen manages the phone messages and mailboxes and again little interaction we should consider if this a good or bad thing. Report attached

The team consists of Alison, Eva, Helen, and myself with responsibilities shared.

We should not forget our editor in chief Annette.

Frazer Hamilton

### 3.4 Report from Alison Bataller

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### **3.5 Report from Helen Griffiths**

PPG phone line

I continue to monitor this line a few times a week but it has been very quiet. There have been a few queries re joining the PPG and a few calls from older patients thinking they had got through to the surgery. I normally take their details down to reception if some patients find it difficult to get through on the phone. I estimate I had received less than 20 calls over the year.

This year I designed and put up a colourful poster in the reception areas explaining who we are and what we do.

I attended meetings with the local pharmacies and the surgery staff.

In Hook there were two complaints left in the suggestions box, one brief and unsigned, the other a letter which had been copied to us and which the surgery had dealt with. There are often posters re Hook Runners group and other local information put in the box as well.

### **3.6 Report From Eva Skarzynski**

Since joining the PPG earlier this year, I have been posting regularly on the PPG Facebook page. One of the main focusses recently has been promoting patient information for things such as vaccinations and general public health topics. Another focus has been promoting the NHS app and the Healthier Together App for families with children as these are very important for patients to download to make sure they can access features such as ordering repeat prescriptions and other GP practice services.

In the year coming, I aim to post more regularly on the Facebook page to try and increase engagement with the community and make sure we are getting as much information out as possible. I also think it would be helpful to try and link our PPG page with the practice's page by reposting more of their posts.

## **4 Renewals of PPG membership**

Alison, Helen, Ann-Marie, Tim and Annette all need to renew their membership. Alison, Helen and Ann-Marie have agreed to continue. Annette has agreed to continue as Chair and this was proposed by Tim and seconded by Helen. Tim has agreed to continue as Vice Chair and this was proposed by Ann-Marie and seconded by Stella.

## **5 Amendment of governing documents**

It was agreed to change the wording of PPG membership guide paragraph 6,7,8 and PPG Constitution paragraph 5. This wording has been changed as agreed at the June 2023 meeting.

## **6 Vote of Thanks**

Annette thanked the PPG members for their continued support and commitment; and Tim thanked Annette for her continuing good work.

## **7. AOB.**

There was no other business and the meeting was closed at 6.35pm



