

## Patient Participation Group (PPG) of Watership Down Health (WDH)

Minutes for the WDH PPG Meeting to be held from 5pm to 6.30pm on  
Monday 8<sup>th</sup> January 2024, by teleconference

Susie Altmeyer-Ennis	Business Manager of Watership Down	“SAE”
Sarah Arnold	Practice Manager of Watership Down	“SA”
Abigail Compton-Burnett	Patient Representative, based in Oakley	“ACB”
Brian Elkins	Patient Representative, based in Overton	“BE”
Lisette Kay	Patient Representative, based in Oakley	“LK”
Ian Pryce	Patient Representative, based in Oakley	“IP”
Lucy Richards	Patient Representative, based in Kingsclere	“LR”
Dr Christian Chilcott	GP Partner	“CC”

### 1 Actions from the last meeting

Write a “this is me note” for Practice Staff, waiting room notice boards, website and newsletter	Jess Harrison-Crowley (JCH)
Check that all Practice Staff understand the FCP role by attending a Practice Nurse and Reception staff meetings and sending a “this is me” note to GPs	JHC
Ask Practice Staff to explain the FCP role to patients when they book an FCP appointment and ask the patient where they can send a message with more information, e.g. text, email	JHC
Arrange for a message explaining what to expect from the FCP appointment to be sent to patients prior to the appointment	JHC
Give feedback to patients on x-rays for which she has requested GP referrals	JHC
Review ideas for encouraging patients to take their blood pressures and ask PPG members to help, where required.	Faye Collins (FC)
Confirm with PPG members whether an in-person or virtual health education event focusing on hypertension will take place in January	FC
Tell ACB if you want to be part of the North Hampshire PPG.	All PPG members
Ask Dr Robinson whether it is possible to put the Video of the Menopause information on the Web Site/FaceBook	Complete – 161 hits overnight
Submit comments on the hypertension protocol to SAE by 30th November	Complete

### 2 Minutes of the last meeting

Agreed.

**Action: Send the final version of the minutes to SAE, so she can post them on the WDH website (ACB).**

### 3 Practice update

- Lung health checks: smokers and ex-smokers between 55 and 74 (inclusive) are being encouraged to attend a lung screen at HHFT, due to the importance of identifying pulmonary problems as early as possible. Smokers are also being encouraged to attend smoking cessation sessions. WDH hopes to run a health education event relating to respiratory issues during January (for a small cohort of patients).
- Hypertension: the WDH team has been asking patients to submit a recent BP reading if they have not had in the past five years, in order to identify patients who have hypertension. WDH hopes to run a health education event relating to cardiovascular problems during March. Please note that there are blood pressure monitor machines in our surgeries at Kingsclere, Oakley and Overton (they do have to go back for servicing once a year).
- Health Kiosk: being trialled in Overton in the spring (subject to funding and installation). The Health Kiosk will enable patients to measure their weight and blood pressure and will send the results directly into the WDH EMIS Web clinical system. The results will then be reviewed and the surgery will contact patients whose results are of concern.
- Medical Examiners' Office pilot: WDH is working on the pilot with Hampshire Hospitals NHS Foundation Trust (HHFT). There will be a training session in mid January and the full roll-out to all North and Mid Hampshire practices is planned for April 2024 (subject to National approval).
- GP Retention: practices are focusing on providing the best working environment for GPs e.g. providing them with an additional portfolio (such as men's health, population health), providing additional training opportunities.
- ICB TARGET staff training event affecting WDH opening hours: this event will take place between 12.30pm and 6.30pm on 28<sup>th</sup> February 2024. Cover this afternoon will be provided by North Hampshire Urgent Care (NHUC).

### 4 Local pharmacy services

There are still national problems with the supply of medication in both community pharmacies and on-line pharmacies.

In the past, GPs spent a lot of time phoning around to find pharmacies that could supply patients with specific medication. This is a poor use of GP time, so they are now asking patients to phone community pharmacies. IP reported that he had recently queued behind 24 people in a large Tesco Maxx store and many of those people had been told that their medication was not available.

It was suggested that information on how to get hold of medication be included in a future PPG Newsletter e.g. if there are supply problems for community pharmacies and on-line pharmacies; please submit prescriptions ASAP; GPs aim to issue prescriptions within 5 days; if your designated community pharmacy can't supply your medication, you might have to phone multiple community pharmacies in order to find a community pharmacy that can supply it; it isn't possible to split a prescription between community pharmacies so it is important to find a community pharmacy that can supply all medication on a prescription.

This is a National problem which has got worse over the last few years.

**Action: CC to provide notes regarding medication supply for a future newsletter.**

## 5 New hospital consultation

HHFT is conducting a public consultation regarding its plans for a new hospital in Basingstoke and changes to Winchester hospital. The consultation will run until 17<sup>th</sup> March 2024

<https://www.hampshiretogether.nhs.uk/>

CC reported that one of the key messages from GPs was the urgent need for increased investment in primary care to make the changes to services required for the new hospital's clinical model. GPs are very concerned that the ICB has been asked to save 30%, which is resulting in a reduction in funding available for many primary care services, e.g. diabetes care.

## 6 Communications infrastructure issues, particularly in rural areas

SAE reported that it was difficult to use some of the digital communication tools being made available due to problems with communications infrastructure e.g. poor mobile telephone signal in some communities, no fibre connection, intermittent Wi-Fi, non-smart telephones.

WDH asks patients to confirm the best way to communicate with them. Appointment reminders are sent by text to patients who have confirmed that they receive and read text messages. WDH is working on a way to provide reminders by landline to patients who do not read/receive text messages, however this is subject to our telephone provider being able to resolve this.

IP reported that reminders sent by hospitals using 0300 phone numbers do not work properly when sent to landlines.

## 7 PPG projects

- Recruit new PPG members: many people find it difficult to attend meetings at 5pm on a weekday. It was suggested that the PPG ask patients to respond to questions regarding specific topics e.g. mental health, value of a facility to weigh babies. Responses could be submitted by WhatsApp, Facebook, printed matter, depending on the target patient group. The PPG could use social media and posters in the notice boards to advertise these topics. CC suggested that WDH let the PPG know when they wanted help to engage patients with specific topics.

**Action: WDH to ask the PPG to help with patient engagement with specific topics.**

- Communications between the PPG and WDH patients. It was suggested that the PPG ask other PPGs how best to engage with patients.

**Action: ACB to ask CGHB PPG about its virtual PPG, newsletter, website, etc.**

- Improve WDH services inc health education events. Solutions 4 Health/Smokefree Hampshire will be restarting Smoking Cessation clinics for WDH patients.

Action: Solutions4Health are restarting Smoking Cessation services at WDH

Newsletters

- February newsletter: has been sent to the Link and Kingsclere Tower magazines. BE will send it to all PPG Committee members to post on the WDH website and local social media pages.
- March newsletter: suggestions include issues regarding:

- medication supply and possibility that patients will need to phone around to find a pharmacy that can supply their medication.
- Andover Mind peer support worker.
- Social Prescribing
- Newsletter circulation: it was agreed that BE would send the final version of the newsletters to all PPG Committee members, so they could send it to/post it on:
  - WDH website (SAE)
  - PPG notice boards (ACB)
  - Magazines: The Link (BE), Kingsclere Tower (BE)
  - Oakley Facebook pages: Calling Oakley (IP), Spotted Oakley? (IP)
  - Overton Facebook pages: Overton TV (LK)
  - Kingsclere Facebook pages: IP
  - Email distribution lists: Wootton St Lawrence (ACB)

It was agreed that the newsletter would not be included in the Community Ad Magazine.

**Actions: BE to send final version of newsletters to all PPG Committee members. PPG Committee members to post/send newsletter to media channels.**

**SAE to provide notes regarding medication supply (if available) and the Andover Mind peer support worker to BE.**

## 8 North and Mid Hampshire PPG

Camrose, Gillies, Hackwood and Beggarwood (CGHB) surgeries: HCRG Care Group, formerly known as Virgin Care, has agreed to buy Operose Health, which runs nearly 60 NHS GP practices in the UK including CGHB. HCRG Care Group is UK based and owned and is one of the UK's largest community health and care service providers. HCRG Care Group has told CGHB patients that they do not expect the practice staff team and the services that they provide to change in the short term.

## 9 Any other business

Flooding: the flooding of the car park in Overton is getting worse. SAE has been in correspondence with Hampshire Highways, the County Councillor and MP.

University students: BE raised concerns that there was one issue with registering a university student temporarily at WDH. Action: SAE to investigate the concerns raised regarding the process.

Practice boundary: a large number of homes are being built within the WDH boundary area. WDH staff have a very large area to visit patients, due to the rural nature of the practice. The ICB carried out some work to determine which NMH PCNs would accept residents in these new homes onto their lists. WDH has not received a recent update on this issue.

**Action: SAE to send a map showing the practice boundary to IP and ACB. ACB to find out how the ICB and BDBC are working together to develop a strategy for delivering primary care services to current and future residents in North and Mid Hampshire.**

## **10**    **Next meeting**

26<sup>th</sup> February: Dr Decker will be the GP Partner in attendance. Steve Erskine, Chair of HHFT, has been invited to the meeting.