

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

Minutes of the WDH PPG Meeting held from 5pm to 6.30pm on  
Wednesday 6<sup>th</sup> September 2023, by teleconference

Susie Altmeyer-Ennis	Practice 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”
Brian Langer	Patient Representative, based in Overton	“BL”
Ian Pryce	Patient Representative, based in Oakley	“IP”
Lucy Richards	Patient Representative, based in Kingsclere	“LR”
Nicky Tufnell	Patient Representative, based in Kingsclere	“NT”
Dr Kirsty Pollard	GP Partner	“KP”

### 1 Actions from the last meeting

Update the PPG on the review of end of life care and let PPG members know ways in which they can be involved.	Agenda item 4c
Send the protocol for caring for patients with hypertension to the PPG Steering Group members for comment	Complete
Let PPG Steering Committee members know if WDH would welcome their help at the carers’ tea party on 12 <sup>th</sup> September.	Complete
Talk to the manager of the Viables Community Centre about the very successful Weigh and Play sessions that are hosted there.	Agenda item 4c
Draft ideas for a health education event, based on the CVD presentation given at the practice away-day.	Agenda item 4c
Draft ideas for a health education event about anxiety and wellbeing.	Agenda item 4c
Ask the Fox and Barley Mow whether they would be willing to run a health education event focusing on cardio-vascular disease.	Agenda item 4c
Draft 3-4 slides to outline the benefits of PPG membership, which will be posted on the WDH website.	Agenda item 4b
Draft the content for a website page to include photos of PPG Steering Committee members	Agenda item 4c
Visit every surgery and suggest the size of cabinet that would be appropriate for PPG posters	Complete
Suggest new ways to involve more WDH patients in PPG activities	Agenda item 4b

Send out suggestions for PPG Steering Committee meeting times	Complete
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**2 Minutes of the last meeting**

The minutes of the last meeting were agreed.

**3 Practice review**

The PCN has received funding for a Data and Digital Transformation post. Ben Sinclair will start in November 2023. The PCN has been struggling to recruit a Cancer Care Coordinator.

**After Note: Following a successful recruitment round, a Cancer Care Co-ordinator will start in January 2024.**

**4 PPG projects**

- Communications between the PPG and WDH patients: Friends of Watership Down Health have bought a notice board for each surgery waiting room. The boards are due to be installed in mid November 2023.  
**Action: put posters in the notice boards when they have been installed (ACB).**
- Recruit new PPG members: the PPG will put posters onto the website and the notice boards, which will include the benefits of PPG membership and a list of the PPG Committee members. PPG members can then visit community groups to talk about the PPG.  
**Action: draft posters outlining the benefits of the PPG (IP) and listing the PPG Committee members (ACB)**
- Improve WDH services:
  - Health education events: suggestions include posture in MSK week, men’s health, CVD, anxiety, wellbeing  
**Action: Suggest the topic, date and venue for the next health education event (WDH)**
  - Protocol for patients with hypertension. The protocol has been distributed to PPG members for comment prior to the review in February 2024.  
**Action: Comment on the protocol by 30<sup>th</sup> November (all PPG members).**
  - Review of end of life care: WDH will discuss with the PPG ways in which it can be involved, when the dates for the review have been announced.  
**Action: Discuss PPG involvement when the review dates have been announced (WDH).**
  - Weigh and play: this initiative works well in Viabes. There are currently no baby scales in Oakley, Overton and Kingsclere.  
**Action: Decide whether to ask the Friends of Watership Down Health or another organisation to buy baby scales (WDH and PPG).**

**5 Plans for Covid vaccinations for over 75s**

- The WDH COVID vaccination programme will begin on 12<sup>th</sup> September.
- WDH staff will vaccinate housebound patients in their homes or at BeechTree Nursing home.

- Mosaic PCN staff (mainly from the Health Hub) will provide COVID vaccinations on the WDH premises.
- Where possible, WDH will provide COVID and flu vaccinations in the same appointment, but it is difficult, because it takes 2 minutes to provide a flu vaccination and 15 minutes to provide a COVID vaccination, and there is not always sufficient stock of both vaccines available.

## **6 Efficacy and Efficiency of telephone appointments**

- WDH offers face to face and telephone appointments as requested and required. There are now more face to face appointments than telephone appointments. Some appointments are best suited to the telephone, in order to maximise the efficiency for patient and doctor. Video appointments are also available.
- KP reported that GPs do not feel that patients are missing out by having some appointments on the telephone. GPs ask patients to come to the surgery, if they consider it to be necessary.
- Many patients use the website to ask clinical questions. A GP will usually respond to these queries within 24 hours.
- IP and LK regularly review social media posts and they have only seen one comment about appointments from a patient who identified a small problem, which was quickly resolved by SAE.

## **7 Re-introduction of online appointment booking**

- BE reported that he had recently tried to book an on-line appointment on five occasions, but none had been available. SAE noted that it was usually possible to book a routine appointment within a few days, but patients typically wait for a couple of weeks for an appointment with a specific doctor.
- BL asked whether it was possible to book a B12 injection and blood test in the same appointment on-line. SAE said that it was currently possible to book both procedures in the same slot by telephone, however because different nurses carry out different procedures based on their experience and not all nurses will do every different type of procedure then the on-line appointment booking service is not currently sensitive enough to allow multiple procedure bookings to happen for nurses and health care assistants.

## **8 Local pharmacy services**

- GPs review repeat prescription requests every day. GPs spend a lot of time fielding questions regarding availability of medication, due to local and national medication supply problems, pricing issues and pharmacies holding limited stock. It is frustrating that pharmacists have to send all queries regarding even the simplest substitution (e.g. an ointment substituted for a cream) to the GP however these are the current legislative regulations.
- Patients are sometimes confused about whether their prescription has been sent to the pharmacy or whether it is waiting to be completed by the duty doctor.

- There is currently no permanent pharmacist at Oakley or Overton pharmacy, so there is a backlog of prescriptions. The Overton and Oakley Pharmacies are run by PillBox Pharmacy. WDH are not in the operational management chain for the pharmacies, so WDH has no influence over the community pharmacy day to day operations. Many patients are now using other local or on-line pharmacies which will send medicines to a patient's home. The loss of Lloyds in Sainsbury's does not seem to have had a big impact on WDH patients as patients were communicated with prior to the closure and have chosen alternative community pharmacies.
- If a pharmacy is unable to dispense the full prescription, the patient can:
  - Take the medication that is in stock from the nominated pharmacy and then return to that pharmacy for the remaining medication when it is back in stock.
  - Ask the nominated pharmacy to put the whole prescription onto the spine, so that the patient can collect all of the medications at once from a different pharmacy that has them in stock.
- It was noted that Whitewater Health worked with its local pharmacies to improve the process for prescribing and dispensing medication, including establishing a practice phone number for exclusive use by the pharmacy. It was agreed that WDH would try to work with the Pharmaceutical Commissioners to improve the process for prescribing medication and dealing with any queries.  
**Action: Send the Whitewater Health Pharmacy Project report to the PPG and WDH (ACB).**  
**Action: Establish a group to work on pharmacy-related issues (KP, IP, NT, BE and ACB)**

## 9 Newsletters

- Information in the October newsletter includes the best ways to contact WDH for repeat prescriptions, same day appointments, etc; plans for flu and COVID vaccinations. IP observed that the contact information had been presented very clearly, so patients who read the Newsletter in local magazines or on-line should be aware of the best way to access the health services that they need.
- Topic suggestions for the November newsletter: what to do if the whole of your prescription is not available from your nominated pharmacy?

## 10 Overton car park

Flooding in Overton car park: There has been no flooding recently. HCC Highways has cleared the gullies and will ask local residents to refrain from filling the gullies with clippings, etc. We will continue to monitor this.

## 11 Any other business

Carers' Tea Party: 87 invitations have been sent and 35 responses have been received. 4-5 organisations will also be represented.

Bryan Langer has decided to leave the PPG, after several years of great service. The PPG members thanked Bryan for his valuable contribution.

**12 Next meeting**

The next meeting will take place from 5pm to 6.30pm on Monday 30<sup>th</sup> October.