

**MINUTES OF THE ANNUAL GENERAL MEETING OF
THE PATIENT PARTICIPATION GROUP (PPG) OF WATERSHIP DOWN
HELD AT 5PM ON WEDNESDAY 8th JUNE 2022, BY TELECONFERENCE**

PRESENT:

Brian Elkins	Chair, based in Overton	“BE”
Susie Altmeyer-Ennis	Business Manager of Watership Down	“SAE”
Sarah Arnold	Practice Manager of Watership Down	“SA”
Lucy Richards	Patient Representative, based in Kingsclere	“LR”
Lisette Kay	Patient Representative, based in Oakley	“LK”
Ian Pryce	Patient Representative, based in Oakley	“IP”
Abigail Compton-Burnett	Patient Representative, based in Oakley	“ACB”
Brian Langer	Patient Representative, based in Overton	“BL”
Mrs D Collard	WDH Patient	

1 Introduction

2 Annual Report of Committee

The Chair presented this report, which included the following key points:

- In the last 4 years committee achievements include
- Unified PPG representing Kingsclere Oakley and Overton
- Regular PPG meetings which with the use of technology, first Zoom and now MS Teams continued throughout the Covid lockdowns
- Publishing of a regular newsletter
- Roll-over of PPG members
- Pre-Covid provision of assistance for educational sessions for patients on a number of different topics including Dementia, Addiction etc
- Support to the Flu-vaccination clinics (mainly pre-Covid)
- Attendance at CCG specialist meetings for PPGs
- Provision of feedback / testing on new IT systems introduction into the practice
- Pre-Covid tracking of waiting times for appointments across the practice over a six month period
- Participation in early Primary Care Network meetings with Tadley.

3 Election of Committee members

Brian Elkins retired from the role of Chair. The PPG members thanked him for the significant contribution that he has made to Watership Down Health in this role.

Abigail Compton-Burnett was elected Chair of the PPG. Ian Pryce was elected Vice-Chair of the PPG and offered to take the minutes of meetings.

4 Practice Update

- There was a large amount of anxiety in the population, particularly about Long COVID.
- Access to health services. 50% of appointments (face-to-face and on-line) were bookable. At the time of the meeting, appointments during day-time and evenings were available on-line. A duty team triages up to 500 patients every day.
- Did Not Attend (DNA). Patients failed to attend 2% of appointments (approx. 194 per month). MJOG had reduced the number of DNAs.
- Staff: The ideal number of GP partners at Watership Down Health was six. A new partner had been recruited to replace Dr Bartlett, when he retired. The practice was trying to recruit a paramedic (very difficult), an advanced nurse practitioner and nurses to support patients with chronic conditions.
- Practice website. It was agreed that PPG minutes should be posted on the practice website, when they had been agreed.
- Newsletter. It was agreed to remind patients that appointments were available on-line and to explain the length of wait (relatively short!) for appointments in the next Newsletter.
- Pharmacy. The NHS Community Pharmacist Consultation Service (CPCS) allowed Watership Down Health patients to request a consultation with a Community Pharmacist via the Watership Down receptionists. The new clinical pharmacist, who would come into post in the Autumn, had an interest in diabetes.
- Mental health. The PCN had increased its mental health support over the past 2 years. A mental health nurse was now available to provide initial 45 minute consultations for patients in crisis. There was also a new mental health councillor for adults. Mental health services outside the PCN included a YPI youth mentor for under 25s and an on-line chat service provided by Andover MIND.

5 Report of ICB PPG meeting

Each North and Mid Hampshire GP practice was presenting an overview of the practice and its PPG to the ICB PPG. The final presentation would be Watership Down Health and Tadley Health. Susie would work with Ian and Abigail to put together the presentation.

6 Feedback from the Maria Miller Community Chat

Issues raised included:

- Poor access to health services in some practices: long queues to talk to practice by phone, poor triage processes
- Need for additional training for reception staff in some practices, especially to understand the needs of older people: they often don't contact the practice until they

urgently need treatment, they are often very worried about their condition, they often don't understand why they should see another practice team member rather than a GP

- Poor access to mental health services for students, which affected their ability to take part in classes.
- Significant concern regarding the growing influence of Operose on GP practices in Basingstoke, due to poor health services in the practices that they own.

7 Progress on the new hospital

HHFT was working towards the public consultation for the new hospital. Abigail will ask HHFT to involve the PPG in its consultation.

8 AOB

Basingstoke Health Hub. A new health hub has opened in Festival Place. The hub currently provides COVID vaccinations and plans to increase the number of services it provides over the next few months. Free parking at Festival Place is available to users of the hub.

9 Dates of next meetings

It was proposed that the remaining PPG meetings for this year would take place via MS Teams at 5pm on:

- 3rd August
- 5th October
- 7th December