

**CHINEHAM PPG MEETING**  
**Monday 18 November 2024**

**ATTENDEES:**

Steve Parker ( Chair)  
Maxine Ross  
Janet Walker  
Joan Bond  
Liz Lang  
Helen Winkle  
Martin Biermann  
Claudia Sampetru  
Karen Nicholls  
Jenny Vaux  
Dr Chiranthi Marston

**1. MINUTES FROM PREVIOUS MEETINGS AND MATTERS ARISING**

It was agreed going forward a Teams link would be sent out with the agreed agenda before the PPG meeting.

The Minutes to show full names of PPG members along with the date of the next meeting. The minutes will be checked by the chair and then approved by PPG members before uploading to the website.

All agreed by PPG member the Terms of Reference can be uploaded to the website

**2. STANDING ITEM- Latest status regarding either extending or moving the practice.  
Can we add pressure to our new local MP?**

Dr Marston confirmed the surgery move is not happening at present and has contacted the Local MP Luke Murphy for surgery support.

The over grown Trees are causing a concern behind the surgery and leaning against the roof of the surgery.

The Government has announced the National Insurance contributions are to increase in 2025 which will impact the surgery budget. This will be a concern with ongoing recruitment due to cost of the surgery. Concern with full triage capability on a daily basis

**For the PPG members to support the surgery on the following was agreed:**

- Jenny to email Jack at Hampshire County Council regarding the maintenance of the trees behind the surgery.
- Steve to arrange a meeting with Luke Murphy (local MP for Basingstoke).
- Jenny to draft and communicate with Steve to send an email to ICB regarding the position with the surgery move.

### **3. REVIEW OF PROPOSED WORDING OF THANKS FOR COMPLETING THE PATIENT QUESTIONAIRES**

All agreed with the wording and now happy for the words of thanks to be uploaded on the website.

### **4. FIRST DRAFT OF THE “YOU SAID /WE DID” DOCUMENT TO GIVE THE PATIENT POPULATION SOME FEEDBACK**

Since the survey report was obtained the surgery has gone total triage so some of the statements on the survey report are now out of date.

Steve to communicate with surgery to obtain calls stats for discussion going forward.

The group followed on by a discussion on the below 3 main topics that could have a benefit to the surgery.

- Creation and maintenance of the PPG notice board
- Digital exclusion – setting up small groups to assist with the NHS app navigation.
- Creation of signposting information as per the CGHP current model.

### **5. RESPONSE TO SOCIAL MEDIA POSTS.**

It was agreed the posts to be monitored, and no further action is required at this point.

### **6. DISTRIBUTION OF A LINK TO THE WEST STREETING/GOVERNMENT SURVEY**

This survey is now closed.

### **7. STEVE – FEEDBACK FROM THE LATEST WWL NORTH HAMPSHIRE PPG MEETING**

Charlotte Hutchings GP Partner and clinic Director Populations Health and Health inequalities gave a brief update on the following:

Outlined her change of role with the ICB which no longer just focuses on Primary care. She is addressing population health and inequalities which encompasses all aspects of health including social aspects such as prison release and housing. She outlined the NHS core 20+ 5 initiatives that pulls together a plan for the 20% most deprived population group

There are 5 key focus areas of which Charlotte highlighted 4

A The Homeless

B Asylum Seekers

C Ethnic minorities impacted by Covid

D Learning disabilities and serious mental Health

CGHP gave a brief insight to some of the topics they have been covering – Maxine to share their activity report with the group.

#### **8. MAXINE – getting ideas about ensuring Patients having access information by methods of signposting on the website and leaflets.**

Maxine gain a brief synopsis on the work the CGHP (Camrose, Gillies, Hackwood and Beggerwood) have been doing which has been highlighted in their activity report for 2023/2024. Maxine will send out their report which has been agreed to be shared amongst the group. It is in a leaflet format so Maxine will scan and email to the group.

There are a few ideas regarding signposting and information especially to living with dementia which could be on our website and by leaflet form.

The report was very encouraging by comprehensive information regarding pop up groups in the surgery waiting rooms.

#### **9. JENNY – UPDATE ON THE RECENT VISIT TO THE UTC**

Jenny gave an insight to her recent visit to the Urgent Treatment Centre which will open in the near future. The aim is to give a triage service which will take some pressure of the Accident and emergency department. Update regarding the new centre will be available soon.

#### **10. CREATE A NEW LIST OF COMMON ABBREVIATIONS AS A TERMS OF RESOURCE**

Helen has kindly offered to compile a list of abbreviations and acronyms that will support the group and in particular the PPG new starters.

#### **11. AOB**

It was mentioned the surgery sending out late texts inviting men to attend a wellbeing day This not giving the patients enough notice to attend. Karen will investigate and feedback.

It would be beneficial and some positive spin for the surgery to give out information on: How many patients and doctors the surgery currently have recorded on their records.

#### **Date of next PPG meetings 2025**

**20 January 2025**

**17 March 2025**

**19 May 2025**

**21 July 2025**

**15 September 2025**

**10 November 2025**

**Meetings to be held at 4.30**