



Meeting: PPG January meeting at Odiham Health Centre

Date: 22nd January 2025

Present:

Jonathan Brewin **JB** (Chair), Barbara Taylor **BT**, Tricia Rocke **TR**, Amy Molin **AM** (Practice Manager), Dr Jess Pizzotti **JP** (Senior Partner), Jo Evans **JE** (Marketing/Facilities), Ed Simpson **ES**, Hayley Collins **HC**, Denise Coppin **DC** (Secretary)

Apologies:

Kevin Olivier

Minutes by:

Denise Coppin

Item	Agenda	Points discussed/suggestions/resolutions	By Whom
1.0	Introductions & apologies	Introductions to DC, who has joined committee and will undertake role of Secretary. Apologies received from Kevin Olivier. Confirmation of Resignations – Sue Birkett, Sue Sant, Roberta Davenport. JB detailed interest from Sian Taylor to join committee – Committee supportive.	JB
2.0	Minutes of previous meeting	JB gave verbal report on actions arising from last meeting	JB
3.0	Matters Arising		JB
3.1	2025 Event List to raise awareness of PPG and communicate messages from the practice	Action – JE & JB to compile list	
3.2	Update on North Hampshire PPG Network	See Below	

3.3	Sub Committee Update	See Below	
3.4	Review of Practice Numbers	Reference Patient Survey Responses - below	
3.5	Update on E-Consult/Accurex	<p>Practice benefits from high take up of NHS App, promoting usage is key. Discussed proxy access, where a third party can access medical records. Share Care allows North Hampshire Hospitals to see patient records (no further); low level of opt out.</p> <p>Action – ES to meet with AM to develop understanding of information sharing and protection.</p> <p>Action – PPG to assist with promotion of E-Consult and NHS App.</p>	
3.6	Fundraising	See below 'Sub Committees'	
3.7	Annual Report	Action – ES to meet with AM to discuss content.	
3.8	Update on most recent Patient (Friends & Family) Survey	<p>JP explained that NHS England has undertaken a more in-depth survey – key finding was that patients want more appointments, not necessarily on Saturdays. JP went on to highlight increasing acceptance of the wider healthcare team beyond the GP's, for example the Physician Associate; positive feedback has been received.</p> <p>Action - Copy of most recent patient survey to be shared to PPG by JE/AM</p>	
4.0	Update on Health Centre	<p>The practice has now adopted Accurx as an alternative patient communication portal to E-Consult. Benefits include a shorter form and simpler navigation. Five key questions enable effective triage and feedback from patients has been very positive with no negative feedback received with regard to non-availability of appointments.</p> <p>ES queried the join up between Primary and Secondary Care.</p> <p>The practice performed well against the Quality and Outcomes Framework (QOF) in the final quarter of the year. The QOF incorporates targets in key areas where the practice is paid to deliver/improve patients' outcome. For example, asthma/diabetes/annual mental health measures. Child immunisation is critical (target 98%). The Practice benefits from a compliant patient community.</p>	AM & JE

		<p>Financial Year End approaching.</p> <p>AM & JE went on to outline Change UK which was launched by the PM & Secretary of State for Health in October 2024. The programme commenced with workshops in November and examination of initial findings in December. In January, NHS staff were invited to share feedback via 'Have Your Say'. The combined results will inform a National Summit to finalise the ten-year plan for the NHS to take place in the Spring of 2025. There are three key areas of focus;</p> <ol style="list-style-type: none"> 1. Moving care from hospitals to communities 2. Making better use of technology 3. Focusing on preventative measures <p>Members of the PPG have also been invited to provide feedback via Change NHS – TR has attempted to complete but system logged out prior to completion.</p> <p>Action – all members of the PPG to complete survey.</p> <p>General Update</p> <ul style="list-style-type: none"> - Telephone lines continue to be very busy, high prevalence of illness in the community. - Practice Building Improvement Plan will see three clinical rooms refurbished at Odiham in Q1, with another three to be completed by end July. - Old Basing Practice has had a recent IT upgrade to support more efficient ways of working. 	
5.0	PCN Update	<p>No particular changes of note. JP remains Clinical Director.</p> <p>Broadening team to incorporate Pharmacists, Physiotherapists, Prescribers, Care Co-ordinators to provide additional support to patients.</p> <p>NHS strategy to focus on chronic disease prevention – 10 year plan. Associated targets will be published in April.</p> <p>The strategy 'shift left' will see more funding channelled into Primary Care to focus on preventative measures and reduce hospital admissions. Through a Primary Care Collaborative, there is an opportunity for practices to request budget to provide services not provided elsewhere.</p>	JP
6.0	Sub Committee Update	The constitution of the sub committees was confirmed as follows;	JB

		<p>Communications Committee - ES (Chair), JE, BT, JB</p> <ul style="list-style-type: none"> - JB confirmed that the new FB page is up and running and PPG members are encouraged to provide feedback. We need to discuss and agree key messages to be shared and consider how the page can be expanded. - JE highlighted next practice campaign Time to Talk commencing on 06 February. W/c 28 Feb – Eating Disorders Week. - Patients will also be asked to check that their details on the NHS App are correct and up-to-date – Check Your Details. - The PPG Notice Board in the practice waiting room(s) must be updated by the PPG. Whitewater Practice highlighted as good example to follow, JB to photograph and share. <p>Governance Committee - HC (Chair), TR, JB with proposal for Sian Taylor to also join.</p> <p>Fundraising Committee – JB (Chair), DC, KO, <i>Support from Samantha, Practice Finance Manager.</i></p> <ul style="list-style-type: none"> - The most pressing need for funds is the provision of hydraulic examination couches to replace existing non-adjustable couches which are challenging for both patients and doctors. JE has received an initial quote of £15,700 for ten couches. - Round table discussion re possible fundraising options including organisations to be contacted, legacies, local supermarkets/businesses. 	
7.0	North Hampshire PPG	JB will attend 22 nd Jan meeting (apologies from BT) and report back at next PPG meeting	JB
8.0	New Services Planned for 2025/2026	<p>Ongoing Recruitment to fill current vacancies;</p> <ul style="list-style-type: none"> - Receptionist (PT) - Projects Assistant (14 hrs) - General practice Assistant (FT) 	JE/AM
9.0	AOB	No further points raised	

10.0	Date of Next Meeting	19th March 2025	