Whitewater Health

Minutes of the Whitewater Health Participation Group AGM
held on Thursday 12th February 2026 at 6.30 p.m. at Hook Surgery

Present: Annette Rushmere, Hannah Hirst, Stella Potter, Ann-Marie Mawson, Chris Harris, Lily Hilzer, Adrian Shefford.

1. **Welcome and Apologies**

Annette welcomed the group and has received apologies from Gill Harden and Jane Chalmers.

2. **Minutes of Meeting held on 20th February 2025**

These were approved.

3. **Amendments to governing documents**

3.1 Membership Guide points 3, 18, 19, 26, 29, 31, 32

Point 3 – remove NAPP.
Point 18 – 'the' not 'that'
Point 19 – remove telephone line. Discussion about removing this limiting patients who don't have digital access but agreed.
Point 26 – Remove information on noticeboards and Instagram.
Point 29 – Change Practice Manager to Clinical Manager
Point 31 – Remove Practice Manager
Point 32 - Remove
All amendments approved.

3.2 Constitution points-Association, 2, 6, 7, 12, 13

Point 2 – Remove NAPP
Point 6 – 6 PCNs and 17 GP Practices
Point 7 – Update dates to annually.
Point 12 – Remove NAPP
Point 13 – change dates to annually.
All amendments approved.

3.3 GDPR point 2 and check GDPR virtual technology

Point 2 – remove both
All amendments approved.
GDPR virtual technology document approved.

3.4 Terms of Reference amendments under meetings

Remove PPG phone line and suggestion boxes.
All amendments agreed.

3.5 Etiquette points 1, 4, 9, 13, 14

Point 1 – and comments
Point 4 – collective instead of cooperative
Point 9 – Mobile phones to be put on silent before meeting
Point 13 – split into 13 and 14. Sign in at beginning of meetings.

All amendments approved.

4. **Amendments to annual AGM date**
   Agreed to trial AGM in June. Next date would be June 2027.

5. **Reports from PPG Officers:**

5.1 Chair

Overview of membership

We have held 12 PPG meetings this year with a PPG attendance ranging from 8 to 11 out of 12 meetings -percentage ranging from 66% to 91%. The GP partners and clinical manager set up a rotation of attendance and altogether attended 10 out of 12 meetings which we really appreciate.

In February 2025 we had 9 members. During the year, 3 people joined and 2 left.
Joiners were Lily Hilzer, John Mitten and Alan Saunders.
Leavers were Alan Saunders and Eva Skarzynski who has gone to university to study medicine.
We are grateful for their time and expertise.

Visitors

During the year Paul Kinge joined us from Hook Parish Council to update us on local affairs.

We also had presentations / discussions with

- Sam Mabbat CEO Hart Citizens Advice in March
- Representatives from the new PPG in Shakespeare Road practice in June
- Anca Hills and Linda Fenton Social Prescribers in October

External meetings

- Chairs the North Hants PPGs group on a quarterly basis which provides a useful link with other local PPGs
- Attends online HIOW PPG meetings with the ICB.
- Attends the Over 55s Forum in Hartley Wintney on a quarterly basis
- Over the year the chair met with prospective people who are now new members or members leaving
- Attends PCN meetings
- NAPP Charity has now been dissolved but the PPG has developed more local links and HIOW PPG links.

Achievements /Projects / involvement by the PPG

- Regular Health topics. The practice has provided local data to support the topics
- Improving Facebook content and the 12 Days of Christmas health input which we produced with the practice
- Responding / monitoring the PPG email address
- Attended Hook Parish AGM event on April 24th with a BP measurement stall with the clinical manager following some inhouse training.
- Attended the HW AGM event on the 21st May with a BP measurement stall with the clinical manager
- One of our PPG members assisted and promoted the Veteran Friendly practice status and assisted at a veterans day event held by the practice
- One member produces some regular DNA data for the practice / PPG to consider at meetings

- Helped at the flu and covid vaccination clinics in April and October
- Supported the PCN Event on 20th May at Hook on Cancer awareness
- Supported the practice with the rollout of Total Triage in July with posters and disseminating information locally
- Ran IT drop- in sessions with the practice to help patients struggling with technology
- One PPG member tested the new e-consult system especially for patients struggling with technology

Practice Issues

The PPG's relationship with the practice has developed more during the year. They listen to any concerns / comments we have and respond. We have had some very useful discussions during the year. We are very grateful for this support and from the whole practice team as we couldn't function properly as a PPG without it.

We were delighted to welcome new input from Paul Kinge from Hook Parish Council.

The over 55s Forum and the networks linked with it and the local links that members have also provided a useful route for us to communicate with the whole neighbourhood.

I am very proud of our PPG and the support all the members provide to the group. We have a membership with a diverse set of skills and experience.

I would like to extend a huge thank you to all the PPG members for their help and support during the year and to the Vice chair who is also our notetaker.

Annette Rushmere **February 2026**
Chair Whitewater Health

5.2 Vice Chair

Vice Chair report for Whitewater PPG AGM 12th February 2026

Over the past year I have supported Annette as Chair, in any way I can whether that be on the phone, in a meeting or at a PPG event. I hope my note taking is up to scratch, and I enjoy bringing my PA skill set to this role.
In April I represented the PPG alongside Annette and Eva at the Hook Village AGM where we were able to talk to patients of the surgery and take blood pressure readings (supported by Rob). It was worthwhile with several people being referred in to the surgery for further checks and hopefully we can start to support more of these events. Also supported flu/covid clinics and digital access drop ins which is something we continue to support and promote.
I am grateful to the PPG for having the confidence in me a year ago to vote me in as Vice Chair. I hope my NHS experience combined with being a mum to two very busy young children provides useful knowledge and insight to the PPG. I would like to encourage the PPG to look at future projects focusing more on families and young people.

Hannah Hirst

5.3 Communications team:
Monthly health topics
In the last year I developed a monthly health topic that is issued to local community magazines, schools, parish council's and community groups (Over 55's, Care Groups etc) as well as the PPG's own and the practice Facebook accounts.

The articles provide general health information and may include information on accessing help from the Hook and Hartley Wintney WhiteWaterHealth surgeries. Typically I aim to try and follow the NHS monthly health themes and are a mix of general publicly available health information, information from the surgery and information from Public Health England.

Ahead of publication, the articles are sent to the practice who have been very supportive by providing additional health and practice information for inclusion in the article.
Adrian Shefford

Facebook
Since taking over in August from Eva who kindly helped me, my role has been to manage the Facebook account, to ensure that everyone is informed on updates with the practice and spread awareness about our monthly health topics.
I have been regularly posted on the Facebook page and since taking over I have reposted the practice's Facebook. Last year, I carried out the twelve days of Christmas project, which was made up of short health messages to help the community over the Christmas holidays. I have also promoted the Covid and flu clinics and the IT drop in sessions to reach more people that this could benefit. From these initiatives our views have increased by 13% and have gained 12 followers.
This year, I plan to add more videos to the Facebook page to make it more interactive and helpful for those who see it. Also, I would like to post more regularly and improve 2 way engagement with the community.
Thank you for everyone's ideas and support.
Lily Hilzer

Emails
Monitoring of PPG Email Account
Patients of Whitewater Health have direct access to their Surgery's PPG via an Email Account - whitewaterppg@gmail.com
My role is to monitor the email account.
The account is accessed several times a day and all non junk emails are sent to the PPG Chairman Annette Rushmere and coped into the Practice manager - Robert Whitfield
Gill Harden

6. **Renewals of PPG membership**
   Stella Potter – proposed by Adrian Shefford and seconded by Chris Harris
   Gill Harden – proposed by Stella Potter and seconded by Chris Harris

7. **Vote of thanks**
   Annette thanked everyone for their participation and the PPG thanked Annette for her leadership.

8. **Any other business**

Close of meeting