Whitewater Health

Minutes of the Whitewater Health PPG meeting
held on Thursday 15th January 2026 at 6.00 p.m. at Hook Surgery

Present: Annette Rushmere, Hannah Hirst, Stella Potter, John Mitten, Ann-Marie Mawson, Chris Harris, Lily Hilzer. In attendance Dr Clair Botting.

1. **Welcome and Apologies**

Annette welcomed the group and has received apologies from Gill Harden, Adrian Shefford, Jane Chalmers and Paul Kinge.

2. **Minutes of Meeting held on 18th December 2025**

These were approved.

3. **Matters arising**

3.1 Notice boards check

Dr Botting suggested the monthly topics could go on the screen and the practice website.

3.2 Comparison GP practice

Covered within the practice update during this meeting.

3.3 Drop in IT help sessions – dates

Rob has replied – 28th January 2-3.30pm Hook, 18th February 2-3.30pm Hartley Wintney
Annette reported that she had mentioned the issues people present with to Luke at the reception desk. He has some information that would be helpful to get before our session.
Action: Lily to add dates to Facebook ?edit poster used last time -on 6th July in facebook-/Rob to support please. Also quick meeting to be set up with Luke/ and ? HW receptionist.

3.4 Steps Tool?

Action: Dr Botting to discuss with Dr Heathorn

4. **Update from Practice**

4.1 Winter pressure update

Doing well with capacity. Same day access money from ICB to support with winter pressures. Support for home visits from NHUC (North Hampshire Urgent Care), paramedic working 2 days a work helping with very acute patients. Newly qualified GP started last week at Hook 6 sessions a week.

4.2 Comparison of GP Practices

Comparison of Whitewater with Badgerswood (East Hants, near Bordon).
Badgerwood seeing more patients – possible reasons why: they may be using 10 minute appt slots still, more appointments offered, different skill mix – example is -Whitewater is doctor heavy with few ANPs. Data is collected in different ways too-eg what is a patient contact/appointment.

Action: Dr Botting / Dr Heathorn- Pull off demographics for comparison. How many times a pt is seen over a year. Would be good to repeat in 2-3 months with new admin changes.
Action: Hannah to look at Badgerswood website re skill mix.

4.3 NHS app notifications
Surgery wanting patients to turn on NHS app notifications to allow for messages to be sent through (ICB are going to limit practices to 24 texts a year per patient and then charge).
Action: Link to be put on Facebook Lily / Hannah

4.4 e-consult queries
How to ask a query – can use administrative section on e-consult – Dr Botting looking into whether this could be renamed to General Enquiries.

4.5 Concern raised from pt to Dr Heathorn re Owens Farm proposed development
Discussed as per 18 Dec meeting as raised by Paul Kinge.

4.6 Veterans evening
Will let PPG know nearer the time re date and plan.

4.7 Heart Health
Working on this -encouraging patients to have BP taken

5. Update from PPG

5.1 PPG Facebook
Heart Survey to be put on facebook.
Action: Annette to edit and send info to Lily

NHS app notifications
Action: Hannah to share link with Lily

IT drop in sessions
Put screen icon on patients that attend and help them turn NHS App texts on
Action: Lily to add to Facebook after poster edit

5.2 PPG email
No update.

5.3 Monthly topics and feedback from distribution list / parish councils
No update.

5.4 PPG noticeboards
As discussed above – agreed for monthly topics to go on website and waiting room screens.
Action: Dr Botting to take forward adding to screens in waiting rooms and website

5.5 Planning update
No new updates

5.6 N Hants PPGs meeting with local MP Luke Murphy

Clashes with this meeting so Annette unable to attend but will circulate any notes which are shared.

6. **AOB**
   AGM – next meeting 6pm start.
   Action: Annette to send information to Lily to advertise on facebook.

Next meeting dates at 18.00

Thursday 12 February 2026

Dates for 2026 **Meetings all held on Thursdays at 6.0pm**

Mar 19	April 16	May 21	Jun 18	July 16
Aug 20	Sept 10	Oct 15	Nov 19	Dec 17

Gill -apologies March 2026 meeting