Whitewater Health

Minutes of the Whitewater Health PPG meeting
held on Thursday 15th May 2025 at 6.00 p.m. at Hook Surgery

Present: Annette Rushmere, Eva Skarzynski, Hannah Hirst, Chris Harris, Gill Harden, Stella Potter, Paul Kinge, Adrian Shefford and in attendance Dr Clair Botting.

1. **Welcome, Apologies and Chair Update**

Annette welcomed the group. Apologies were received from Jane Chalmers, Ann-Marie Mawson

2. **Minutes of Meeting held on 17th April**

Minutes were approved.

3. **Matters arising**

3.1 Car Parking – From AGM, Care Group have been encouraged to apply to HDC for a grant, possibly the Parish Council to cover car parking costs.
Action: Annette to contact care group and advise them to contact the Parish Council.

4. **Update from Practice**

Dr Botting gave an update:

4.1 Veteran friendly coffee morning – Went well, positive experience. Thinking about planning moving forward e.g. for younger veterans who work. Dr Sarah Mould provided training to clinical and admin team. Information to put on new call boards. Linking with PCN days.

4.2 Project to promote heart health – next event HW AGM 21st May [taking BPs]. To discuss further as PPG.

4.3 Appointments currently and future changes in new GP contract?
Working towards Total Triage. Idea is that it ensures the right person gets right appt in the right timeframe. Roll out not confirmed yet, practice want to firm up details and communication before wider public made aware. Would be in the form of e-consult form online. Potentially might have pods patients could use in the surgery with support, or reception could complete with patient. Triage done mostly by doctors.

Initially practice can cap how many patients can apply vs capacity. Practice will initially allow e consults only during working hours, potential for later in the year to roll out over 24 hours for routine requests for safety reasons.

Might consider continuing use of Healthier Together app alongside Total Triage.

Would like to roll out before summer holidays or after. Unlikely to get enough information together before July magazine deadline.

PPG may not be needed now to support specifically with digital transformation.

4.4 DNA Data for discussion and do phone appts count in attended appts? – not discussed

4.5 AOB - CCTV has gone up this week. New screens for the call boards to go into waiting rooms.

5. PPG Update

5.1 Chair update

- Annette, Hannah and Eva attended Hook AGM with Rob Whitfield, to set up a stall and take blood pressure readings from general public. Rob has provided us details of what we would need to complete to support practice: complete a volunteer agreement, 2 references, induction and training.
- Health kiosk now up and running Hartley Wintney.
- PCN Cancer awareness day – 20th May. Annette and Gill supporting.
- New applicant for PPG member – declined at the moment. Deborah Fontana has also declined to become a member at the moment. Annette has contacted Robert Mays to see if anyone is interested to join.
- Digital Inclusion – not clear how or what PPG are needed to do. Rob due to attend next meeting, to discuss further then.

5.2 PPG Facebook – Eva has posted PPG introduction.

Action: Annette to write post advertising for new PPG members

5.3 PPG email – no update

5.4 Monthly topics – Do you need to see a GP? topic for June. Alcohol and alcohol abuse article planned for July. Consider increased visuals and less text.

Action: Contact Lynn for figures/information from practice. **Contact ICB for pictures/infographics.**

5.5 PPG notice boards – Up to date.

5.6 Planning Hook and HW – Enforcement looking into a building in Osborn Way – granted for 8 flats but found to be 17.

The Signals – lots of unsold apartments. Have gone to Hart to put out to general public.

5.7 N Hants PPG meeting – 23rd April 2025 at Whitewater – Annette sent minutes round to PPG members.

6.0 AOB

Best of luck to Eva for her exams!

Next meeting dates at 18.00

Thursday 19 June	Thursday 17 July	Thursday 21 August
Thursday 18 September	Thursday 16 October	Thursday 20 November