Whitewater Health

Minutes of the Whitewater Health PPG meeting
held on Thursday 16th April 2026 at 6.00 p.m. at Hook Surgery

Present: Annette Rushmere, Hannah Hirst, Stella Potter, Ann-Marie Mawson, Gill Harden, Chris Harris, Lily Hilzer, Jane Chalmers and Adrian Shefford. In attendance Lynne Heathorn and Neil Heslop (Richmond Practice PPG).

1. **Welcome and Apologies**

Annette welcomed the group, apologies received from Paul Kinge.

2. **Minutes of Meeting held on 19th March 2026**

Minutes were approved.

3. **Matters arising**

3.1 Notice boards / health topic /screen version ?
Action: Annette and Hannah to meet with Rob on 21st April to discuss

3.2 Hook Event 30th April
Action: Annette and Hannah to meet with Rob (21st April) to firm up details

3.3 Badgerswood website re skill mix
Feedback of data from Jane. Focused on DNAs, Jan figures for Hampshire 4.5% WW 4.2% BW 2.9%. Cancelling appt is straightforward on BW website, less so on WW website.
Action: Check with Rob re check/change/cancel option on phone (Annette/Hannah)

3.4 Meningitis information compiled and sent out
Completed

3.5 PCN mental health week 14 May and BP awareness
Practice having information on boards/screens in the waiting areas and wearing green.

3.6 Neighbourhood survey
James Roach sending up follow up information after discussion with Vice Chair of NHants PPG

3.7 Proposed projects for discussion
Action: Annette and Hannah to discuss with Rob (21st April)

4. **Update from Practice**

4.1 Covid clinics
Dr Heathorn thanked PPG for supporting clinics. Group agreed process seems much quicker this year. Lower uptake it seems this year.

4.2 Proposed mission statement / survey and update
Action: PPG members to complete survey please so Rob can collate responses

4.3 Advice and guidance re referrals-attached Times article and comments
Dr Heathorn explained process. Traditionally patient would see GP and then refer to secondary care, might also have called someone more informally to get some advice. Advice and guidance brought in formally – GP write to secondary care for advice and wait for response, advice then given and if referral needed they would accept initial contact. Funding attached which is capped. Primary care could only send x amount of advice and guidance. Cannot refer to gynecology, dermatology at the moment – asked to follow advice and guidance. Primary care having to complete a lot of work e.g more specialised blood tests. It is a challenge but national policy.

4.4 Patient form on website and NHS App flow chart ?
Action: Annette and Hannah to discuss with Rob – follow up re Jacqui creating a flow chart guide

4.5 ADHD and Autism referrals
Right to Choose met their quota for the year last financial year and referrals were paused with suggestion and would restart funding from 1 April 2026 but unclear yet if this will happen.

5. Update from PPG

5.1 Drop in IT help sessions 25 March and 22 April
Only 1 attendee on 25th March.
22nd April – Annette/Gill/John and Neil and Gill from Richmond PPG.
Action: Lily to repost dates and times on Facebook.
Action: Annette to remind care groups
Action: Review if we continue these, Annette/Hannah to speak to Rob re future dates

5.2 PPG Facebook
No updates for facebook.
Lily gave some feedback from her peers – they don't understand the system e.g. how to make an appointment, not feeling heard.
Action: Hannah and Lily to consider taking forward a project about how creating pathway for sixth form cohort.
Robert Mays have an ambassador from Lions – could we link them up.

5.3 Media Investigation ?
No update as John not in attendance – push to next meeting

5.4 PPG email
Gill and Adrian have tested email and has success so hoping to try again with next health topic. Adrian now has access and ability to send emails.
No emails received to inbox.

5.5 Monthly topics
June – Diabetes (Diabetic eye screening focus and importance of attending annual review).
Action: Dr Heathorn to provide data to Adrian re number of patients with Diabetes diagnosis or percentage of patients who didn't attend eye screening/appointments etc

5.6 PPG noticeboards
As discussed

5.7 Planning update
Update via email from Paul Kinge
Owen's Farm is quiet, there are a lot of issues for the developer to address. Murrell Green is waiting on developers to make their move by putting in an application.
Next week we will be looking at the 9 house application for the field on the left past Sheldon's Reach towards B&M fencing on Reading Road.

5.8 Imperial College research
Annette and Jane have returned questionnaire and had interviews. Annette reported training for PPGs could be possible e.g. broad overview of NHS
Action: Annette to review email and send on any relevant questionnaire for practice to Dr Heathorn.
Action: Annette to raise issue of PPG training to NHants group

6. **AOB**
Discussion with Neil re set up of Richmond PPG and trying to get engagement of younger people. Annette gave Neil details of N Hants PPG and ICB network.

Adrian raised what training is offered to reception staff after his son experienced some physical behaviour when he was working here. How do they call for help/support? Also query re queues and a patient taking a long time with a receptionist, could there be a second person to support busy periods?
Action: Annette/Hannah to discuss with Rob

Next meeting dates at 18.00

Thursday 21 May 2026

<u>Dates for 2026</u> **Meetings all held on Thursdays at 6.0pm**

Jun 18	July 16	Aug 20	
Sept 10	Oct 15	Nov 19	Dec 17