Whitewater Health

Minutes of the Whitewater Health PPG meeting
held on Thursday 18th December 2025 at 6.00 p.m. at Hook Surgery

Present: Annette Rushmere, Hannah Hirst, Gill Harden, Stella Potter, Adrian Shefford, Ann-Marie Mawson, Jane Chalmers, Chris Harris, Paul Kinge. In attendance Dr Lynne Heathorn.

1. **Welcome and Apologies**

Annette welcomed the group and has received apologies from Lily Hilzer.

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

These were approved.

3. **Matters arising**

3.1 Paul stated that next year we could link with the Hook Parish council Facebook for the 12 days of Christmas to get better coverage

3.2 Notice boards / Rebecca organizing now ?
Annette and Hannah to check waiting areas.

3.3 N Hants ICB notes
Circulated by Annette.

4. **Update from Practice**

4.1 Winter pressure update
Lots of demand for respiratory symptoms. Peak looking like post Christmas. Tricky with Total Triage, availability for 4 weeks time wasn't possible due to bank holidays. Had to start a waiting list. Put on extra appointments throughout December. Have extra ANP for short term. Staff sickness also impacting. No policy at the moment for wearing masks in the practice – advice for those with respiratory symptoms to wear masks.

4.2 More drop in IT sessions
Wednesday afternoons monthly, starting January 2026.

4.3 DNA data from Jane
Have a look in the New Year possibly re comms around DNA. Lynne to give Jane name of practice of similar demographics to compare. Adrian has put some DNA data together for February health topic.
333 DNAs in November – roughly equates to 12 days of a GP (~£10,100).
Av time spent in waiting room is 4 minutes.
Peak call hour is now 10am.
Av answer time 6mins 13s
Last 30 days 4273 e-consults, 80% online or by AI receptionist.
397 e-consults resolved at point of triage and did not need an appt.

4.4 15 Steps (quality assurance tool)

Annette has circulated to group. Shared by Clift PPG. Lynne to liaise with Clift practice.

4.5 Addiitonal info

New GP starting 29th December employed through the PCN – 2 days a week (3 days to start with to support winter pressures)

Major electrical work needs to be completed at Hook Surgery. Practice will need to be closed for a day. Rob to confirm a date.

PCN update – Neighbourhood developments. Single neighbourhoods around 50,000 patients. Hoping PCN will fit as a neighbourhood, and not have to split up areas. Looking at how to develop patient/community centred care. Talks with social care, LA, community trusts, ambulance trusts, pharmacies. Hoping patients can access things more locally in one place.
Top geographical corner of NE Hants to join HIOW ICB-discussions already ongoing.

4.6 Thank you

Lynne thanked everyone on behalf of Clair and her for all the work PPG have done over the past year. They kindly gave each member a bottle of wine and Christmas card.

5. Update from PPG

5.1 PPG Facebook and 12 days of Christmas roll out

While not quite gone exactly as planned, graphics have gone out successfully on Whitewater Health facebook page.
Possibly link next year with Hook Parish Council facebook page to release information.

5.2 PPG email

Adrian to link with Gill re using PPG email to send out monthly topics.

5.3 Monthly topics and feedback from distribution list

Adrian attempted to speak to Parish Councils – heard from 2 out of 6 contacted. Adrian to pursue – possibly visit their offices.

5.4 PPG noticeboards

To review

5.5 Planning update

450 houses at Owens Farm proposed – 40% social housing. Plans not yet received.
35 at The Signals
50 at Jeffries house

6. AOB

PPG Chair Fiona Fryer coming to next meeting.
Car Park – funding for free hours to end around February/March.
Monthly topics – January smoking cessation. February DNA data.
Could we do a future monthly topic – what does the PPG do?

Happy Christmas to everyone.

Next meeting dates at 18.00

Thursday 15 January 2026

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

Feb 12	Mar 19	April 16	May 21	Jun 18	
July 16	Aug 20	Sept 10	Oct 15	Nov 19	Dec 17

Gill apologies Jan and Feb 2026 meetings

NB PLEASE NOTE CHANGE OF DATES