Minutes of the Whitewater Health PPG meeting
held on Thursday 19th March 2026 at 6.00 p.m. at Hook Surgery

Present: Annette Rushmere, Hannah Hirst, Stella Potter, Ann-Marie Mawson, Chris Harris, Lily Hilzer, Jane Chalmers, John Mitten, Adrian Shefford and Paul Kinge. In attendance Dr Lynne Heathorn.

1. **Welcome and Apologies**

Annette welcomed the group,apologies received from Gill Harden.

2. **Minutes of Meeting held on 12th February 2026**

Minutes were approved.

3. **Matters arising**

3.1 Notice boards / health topic – check A3 and screen version

Not compatible with screen in terms of size – need less info, more colours. Is an alternative printing on A3 and laminating? Changing position of board?

Action: Dr Heathorn to check with Rob re email from Adrian with lite version

Action: Adrian to consider if power point type version could be done – can reference website or facebook page

3.2 Drop in IT help sessions / next sessions 25th March and 22nd April

Chris, Anne-Marie and Stella, – 25th March

Gill, Annette, John, Adrian – 22nd April

3.3 Hook Event 30th April

Annette has booked a table for PPG – plan to promote e-consult /NHS App

3.4 Badgerswood website re skill mix

As this practice is very similar to Whitewater, it is interesting that some data is very different for both practices. There could be many reasons for this but skill mix is one.

Staff photos now updated on Whitewater Health website.

Action: Jane to contact Badgerswood Practice PPG to ask if they also collect data and compare results with other practices

3.5 NHS App videos on facebook

Videos all uploaded to facebook now.

3.6 E consult – Appointment options, accuryx and patient expectations

3 PPG emails came through to inbox.

1. DJ – wrote in to complain, but as an onlooker and not as the complainant. Inquired about receptionist training. These issues cannot be investigated-an individual has to send in their own complaint. Email was forwarded on to Rob, who sent appropriate response.

2. E-consult – offered appt 3 weeks away. GP then asked pt to make another appt in 2 weeks, pt felt this was unacceptable time. Forwarded to Rob, managing expectations.

Dr Heathorn reassured PPG that if any patients come forward with complaints that there will be no repercussions for them.
Adrian raised concern re appt he was offered and couldn't make, then had to put another e consult in. Text received can say no appointments.

Dr Heathorn reported 'Check/Change/Cancel' new system imminent to be released where patients can call and check, change or cancel an appointment.

Dr Heathorn reported every Monday practice receives 300 requests for appointments, 180 on other days.

Adrian raised some concern re receiving messages from Accurx/ Whitewater Health – can messages all be sent from Whitewater so patients know it is an acceptable link. Dr Heathorn reported not at the present time but aware of patient concerns.

4. Update from Practice

4.1 Update

Neighbourhoods ICB Survey
Government concept – define an area, groups hospitals, primary care, social care.
Neighbourhood boundaries should be PCN boundaries.
HCC, Hospitals, Public Health and ICB met recently – and discussed survey proposals with 24 new neighbourhoods. Aligned with councils but not current PCN boundaries. Councils currently being reorganised.
Annette raised concerns about PCN boundaries, geographical places missing on the survey e.g. Dogmersfield, Mattingley and North and South Warnborough etc. Survey doesn't explain what services will be offered?
Funding issues too as there is no new money-will PCNs be depleted ?
Discussion around this topic – PPG members encouraged to fill in survey
Action: PPG members to complete Neighbourhoods Survey

PCN Meeting
3 main areas to focus on:

- Frailty - an example of a quick win, N Hants are running a Teams training re Respect forms
- Cardiovascular health
- Mental Health – support Mental Health

New project for redevelopment of Hartley Wintney surgery, 4 new clinical rooms to be created. Patients will be asked to come to Hook for appointments. Work to start within next few months. PPG asked to help share communication as it is released.

Veterans Event
Jane talked about successful veterans event a couple of weeks ago. Presentation from Dr Sarah Mould of pathways available to veterans. Group from Basingstoke attended, sharing what they do and how successful they are. Jane heard last week at another event, there is a plan to set up a similar group in Hook.

Vaccinations

Annette suggested PPG could pull together previous info sent out re Meningitis/ MMR to alert young people to check their vaccinations are up to date.

5. **Update from PPG**

5.1 PPG Facebook
Discussion about younger patients who may not use Facebook, John asked if we could consider Instagram following PCN meeting discussion re mental health topic. Annette explained that we had tried this before but it needed too much input from the PPG
Action: John to look into this

5.2 PPG email
Annette reported that there were 3 emails this month-as above
Chris raised his concern regarding PPG emails, and how PPG are made aware of them. Would like it written in the minutes for a summary to be documented each meeting of topics raised by patients in emails. Annette stated that she and Gill [who manages the emails] do report back to the group on the number of emails received [see previous minutes] and the broad content. Mostly it is confidential information or a complaint-which is referred to Rob for resolution. Rob's reply had been forwarded to the PPG on this occasion as it was a very helpful response for the PPG to use.

5.3 Monthly topics
May – Mental Health week
Hart Health Walks run locally – could these be added to the monthly topic.
Action: Jane to send Adrian link to add to monthly topic.

5.4 PPG noticeboards
As discussed above.

5.5 PCN meeting
John attended for Annette. As discussed above main areas are Frailty, cardiovascular disease, mental health. PCN asked how can PPG help?
Action: Look into taking forward how PPG can support with CV disease – taking BP in the community. Annette/Hannah to liaise with Rob
Action: Annette to contact Liz Mayon-White to obtain infographic for Mental Health awareness week and what services are available locally to advertise via facebook page.

5.6 Planning update
Owens Farm – environment agency, highways agency, Thames Water have asked project to review services needed.
Murrell Green – proposed 2,200 houses. Public meeting on Tuesday 24th March.

5.7 N Hants PPGs update – minutes emailed

5.8 Imperial College research
Group agreed would be good to participate.

6. **Discussion re projects for the year**
   - Cardiovascular disease
   - Physical Health and Well being
   - Families with young children e.g. baby clinics, changes to Health Visitor services

- Linking with voluntary sector
- Digitally excluded
- How to spread PPG message to younger adults

7. **AOB**
   None

Next meeting dates at 18.00

Thursday 16 April 2026

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

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