Whitewater Health

Minutes of the Whitewater Health PPG meeting
held on Thursday 20th November 2025 at 6.00 p.m. at Hook Surgery

Present: Annette Rushmere, Hannah Hirst, Gill Harden, Stella Potter, Adrian Shefford, Ann-Marie Mawson, Lily Hilzer, Chris Harris. In attendance Rob Whitfield, Anca Hills and Linda Felton.

1. **Welcome and Apologies**

Annette welcomed the group and has received apologies from Jane Chalmers. Warm welcome to Anca and Linda (Social Prescribers).

2. **Minutes of Meeting held on 16th October 2025**

These were approved.

3. **Matters arising – addressed in the agenda**

4. **Update from Practice**

4.1 Flu/ Covid programme update

3554 flu jabs 1885 covid. There will be a covid campaign Spring/Autumn 2026 for over 75s and immune suppressed patients.
More challenging in Hartley Wintney during the week due to other clinics running.
Rob and Annette thanked everyone for helping during the clinics.

4.2 New medical student trainees in practice

Fully fledged GP training practice as now have adequate GP trainers. ST2 Year 2 specialist training x 2 as well as medical students from Uni of Southampton. Also training Pharmacists from Uni of Reading (supported by NHS England) – report to the clinical pharmacist.
Requested funding from charity for equipment to support students at each site.
Students/trainees working across both sites.

4.3 Total triage update

Rob restarting patient newsletter – added section on Total Triage.
Sept 3931 phone calls into practice 1436 managed by AI reception, currently 50% opt out of AI receptionist. Av wait time 15 minutes to speak with human. Working to get another remote receptionist on board. 7702 appointments – 3800 – 4000 face to face, others are patient activity in the background such as reading blood results, writing referrals.
78% face to face last month.
DNA 4.4% Oct, 4.3% Sept
Considering widening parameters for AI – need clinical risk assessment to ensure patient safety.
All receptionists when you call into practice are remote working, not on site.

Chris presented some feedback expressing concern for cohort of older patients who can't access e-consult. Discussion around AI and remote working. Linda reported Social

Prescribers work with cohort of patients over the age of 80 – advise patients to wait on loudspeaker to get through to receptionist.

4.4 More drop in IT help sessions
Would like to do one a month – how to get onto e-consult, NHS app issues. Set out some dates from January 2026.

4.5 FAQs for TT update
Agreed not really needed at the moment – possibly in the future. Rob will address some concerns in the newsletter.

4.6 Practice Facebook
Now have a PR company controlling Facebook, posting 3 times a week. Better content, can post re urgent updates, staffing. Trying to use more to share more information. Trying to push Cardiovascular health particularly 25-40 year olds for hypertension review. Targeted advertising for this age group.

4.7 DNA data from Jane
Lost revenue over £20,000 for October – 714 missed face to face appointments. 20% for same day.

5. Update from PPG

5.1 PPG Facebook and 12 days of Christmas roll out
Pre meeting with Rob before meeting. PR company are producing graphics and then will post separately at the same time

5.2 PPG email
Adrian requested access to PPG email so he can send health topics from PPG email.

5.3 Monthly topics and feedback from distribution list
John and Annette had contacted schools – all came back saying they use the information. Need to chase Parish Councils.
Action: Adrian to contact Parish Councils.

5.4 PPG noticeboards updating topic info and lamination

Action: Annette to email Rebecca Turner re laminating posters for PPG noticeboards.

5.5 Planning update

6. Social Prescribers Anca Hills and Linda Fenton

Work alongside and with Whitewater Lodden PCN – work closely with GPs and frailty team. Based at Whitewater Health. Not an emergency service. Core working hours are 8am-4pm.

What do we do: we are not clinicians, support people 18 years and over, referrals come from GP, hospitals, emergency services, mental health teams, churches. Patients need to be registered with GP within Whitewater Lodden PCN and must give consent.

Offer 12 weeks of support to patients.

Look at POC, referrals for carer assessment, transfer to supported living, care home. Refer to local initiatives, e.g. seated exercise class, weight loss programmes.

Signpost patients to get professional support e.g. eating disorders, addiction.

See in clinic and go out into the community. See patients of domestic abuse, homeless, refugees – does come at times with element of risk with community visiting. Team feel supported within team and wider by psychologists through NHS and Red Cross.

7. **AOB**

- **North Hants and ICB meeting recently – Annette to forward on minutes when they are published.**

Next meeting dates at 18.00

Thursday 18 December

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

Jan 15	Feb 12	Mar 12	April 9	May 14	Jun 11
July 16	Aug 13	Sept 10	Oct 15	Nov 12	Dec 10

Gill apologies Jan and Feb 2026 meetings