Minutes of the Whitewater Health PPG meeting
held on Thursday 21st August 2025 at 6.00 p.m. at Hook Surgery

Present: Annette Rushmere, Hannah Hirst, Chris Harris, Gill Harden, Stella Potter, Ann-Marie Mawson, Jane Chalmers, John Mitten and Lily Hilzer and in attendance Rob Whitfield

1. **Welcome and Apologies**

Annette welcomed the group and received apologies from Adrian Shefford. Welcome to Rob. Formal welcome to Lily and John in becoming PPG members.

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

These were approved.

3. **Matters arising**

3.1 Eva handover – Lily met with Eva to organise handover.

3.2 Laminated posters – up on the noticeboards. Hannah to send to Rebecca going forward for the practice to laminate.

4. **Update from Practice**

Rob Whitfield gave an update:

4.1 Total Triage update and drop in sessions

Total triage going very well – phone in calls to practice have halved. Average wait time on calls is now around 10 minutes. Uptake of AI increasing each week, 12% patients doing e-consult lite (receptionist completing). Complete e-consults at first stage (triage GP). Seeing a change from same day need to routine need, adapting clinics to more routine appointments than same day. Utilising all staff across the practice, patients being directed across these as first point of contact rather than always seeing a GP first. There has been a bit of push back but more and more people are adapting to the new service. NHS app use increasing as well. Each question has a purpose so patients can be directed to the right care. AI calls all recorded so can be listened to if needed if concerns re transcription (e.g. difficult sound quality if someone calling on loud speaker near a road). If on AI call and call drops out, AI will call straight back.

Chris reported that he has been calling AI and testing the service in agreement with Dr Botting from last meeting. Generally found system has improved over past month and gave positive feedback.

Being open all the time does allow more routine appointments to come through, but when reach same day capacity, redirect to 111 or we continue to accept everything but unable to offer appointment and refer them to 111, who can then refer to urgent treatment centre, or out of hours. Need to make sure it’s a safe system.

Drop in sessions went well, particularly well in Hartley Wintney. Practice will consider further sessions, however will be busier as coming into flu/covid system.

Friends and family data now on website. PPG felt it would be good to add positive update to our information in the magazines/facebook page. Rob to produce some notes

4.2 Heart health project / taking BPs – great idea but becomes a bigger task in terms of information governance/insurance/online training/background checks/volunteer checks. Takes by in for volunteers to complete. For further discussion.

4.3 Changes in new GP contract – implemented in October. Having e-consult available 24/7. Patient charter going live on website from 1st September. Can search NHS patient charter – sets expectation between practice and patients. New patient check in screens – can use QR code to check in.

Staff – practice fully staffed – new ARRS GP (funded by PCN) funding for 2 days a week started this week Dr Miah. Successful interviews for receptionists.

4.4 Data for discussion – agreed to run through data each quarter. Was shared with the group via email as pdf.

4.5 Monthly health topics – Adrian has sent list to Dr Botting and topics agreed.

4.6 Batch prescriptions ? changes – partners are looking to phase these out, no new batch prescriptions are being issued.

Other business
Flu/covid clinics to be run across both sites from 1st October 2025. Will run similar to spring clinics. Would be useful to complete general info e.g. height/weight/BP.

Annette had received an email from an ex GP from the practice querying Hartley Wintney closing. Rob confirmed this isn't the case. Agreed could be a perception issue – but it is one surgery operating across two sites.

New arrangements this time-there has to be a Health and safety agreement, walkaround the practice, confidentiality issues agreed –all to be completed and signed off prior to PPG supporting flu/covid clinics.

5. PPG Update

5.1 Chair update – Total triage drop in well attended in Hartley Wintney and delighted that the pharmacy attended.

Attended Over 55s forum on 12 August – further discussion about Total Triage. Updated on topics of screening and vaccinations. Provided link to new 10 year NHS plan.

Met with Kelly from Shakespeare Road practice re PPG documentation.

Congratulations from PPG to Eva on her amazing A* achievements – she is off to Birmingham University.

PCN – 23rd Sept Frailty Day at Chineham-flyer sent out..

Action: Annette to update contact list for PPG members.

5.2 PPG Facebook – Lily now the administrator for facebook page

Action: Annette to forward August health topic info to Lily

5.3 PPG email – account tried to be accessed by someone else, Gill has changed password. Couple of emails from Dr Hudson, passed to Annette.

5.4 Monthly topics – set a list for the year

5.5 PPG notice boards and laminated posters / process

Hannah to email Rebecca with monthly topics for practice to laminate.

5.6 Planning Hook and HW – no update

5.7 N Hants PPG meeting [23 July] – Annette sent notes round via email.

6.0 AOB

Next meeting chaired by Hannah and social prescriber attending Oct meeting.

Lions are running defibrillator training – can book via the website.

Odiham U3A running study day on AI – sold out.

Next meeting dates at 18.00

Thursday 18 September	Thursday 16 October
Thursday 20 November	Thursday 18 December