Whitewater Health

Minutes of the Whitewater Health PPG meeting
held on Thursday 12th February 2026 at 6.00 p.m. at Hook Surgery

Present: Annette Rushmere, Hannah Hirst, Stella Potter, Ann-Marie Mawson, Chris Harris, Lily Hilzer, Gill Harden and Paul Kinge. In attendance Rob Whitfield.

1. **Welcome and Apologies**

Annette welcomed the group and has received apologies from Jane Chalmers.
Info sent out re Hook Event, ADHD and SEND reports and case study / Eira (Digital Lead ICB)

2. **Minutes of Meeting held on 15th January 2026**

Amendment to be made to add Chris's point about failure for appointments to show on the NHS app and the resolution of this problem.

3. **Matters arising**

3.1 Notice boards – check on screens?

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: Annette to email health topic to Jo and copy Rob in.
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 session 18th Feb

January session in Hook went well, 10-15 people attended. Next session 18th February in Hartley Wintney.
Discussion around booking of appts using e-consult. Adrian raised emails for booking links going into junk email and from Accurx so not obvious it's from the practice.

Action: Rob to check if there can be any change to email settings.
Action: Dates to be set for March and April drop in sessions

Rob reported that Check, change, and cancel appointment option coming to phone line.

NHS app vs Patient Access
This issue was raised as a result of a patient's email to the PPG

Patient Access – patient side of EMIS (electronic system). Practice not planning to phase out but they are pushing NHS App as it is NHS England's digital policy.
NHS England have created the NHS app to work across all systems and areas whereas Patient access is not able to do that. In some health economies [not ours] the NHS App links with secondary care-hospitals-so patients can see their hospital information too.
To access children's details via the NHS app, patients need to request a proxy access form from reception.

3.3 Steps Tool?

Practice think it's a good idea but some aspects don't apply to Whitewater Health. Put on hold and revisit in a couple of months.

3.4 Badgerswood website re skill mix
Difficult to know what length of time appts are at Badgerswood. Trying to get photos of the staff for the Whitewater staff. Work in progress.

3.5 NHS App on facebook / poster / notifications reminder
Trying to get videos of the NHS App to put on facebook rather than a separate link.
Action: Lily / Jacqui / Eira to look to see if the links for you tube videos can be put directly onto facebook page.

3.6 AGM advert and heart health edit sent to Lily

4. **Update from Practice**

4.1 Update
5855 calls in January, usually do 4200 in a month.
New home visit service with North Hampshire Urgent Care – additional slots for patients who are housebound. In addition to Frailty team, so allows Frailty team to do more pro active/preventative appointments.

New GP – Dr Khoujali – based in Hook 3 days a week.

Car parking difficulties for staff – 16 spaces, usually reserved for clinicians. Need to find space for 10-12 cars in addition. Staff were parking in local roads but following recent police discussions are now trying to source somewhere to park.

4.2 Hook event
Agreed we could promote digital access at this so would be good to have a stall. Thursday 30th April, 7.15-8pm.
Action: Annette to complete form and request a stall.
Action: Annette to email Rob details.

5. **Update from PPG**

5.1 PPG Facebook
Updates discussed above.

5.2 PPG email
Recent email received re Patient Access vs NHS app – as discussed above, Rob has sent response to email.

5.3 Monthly topics
Adrian asking what practice are looking to promote. Rob reported changes to RSV vaccine coming out in April 2026. Spring covid vaccination programme.
Action: Rob to send information re Facebook topics that PPG could link with

5.4 PPG noticeboards
As discussed above – will go back to health topics being laminated – maybe change location and size.

5.5 Planning update

Paul gave the Owens Farm update – council meeting last night-25 residents in attendance, lots of supportive arguments against. ICB are supporting as practice will benefit from more funding.

6. **Discussion re projects for the year**
   To be discussed more fully at next meeting but Chris and Hannah promoted some ideas

7. **AOB**
   Adrian raised practice might need to update patients when systems change e.g. email might be sent for link e.g. might go to junk. Also with changes to text system should this option be removed for patients when requesting how to receive e consult responses.

Next meeting dates at 18.00

Thursday 19 March 2026

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

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