**Minutes of the meeting of the Willow Group PPG**

**At Brune Medical Centre on 13th October, 2017 at 10.am**

**Present:** Emma O’Brien. Operations Manager for the Willow Group

From Waterside PPG – Trevor Elliott, Brenda Hadfield and Roy Harris

From Brune PPG – Georgette Houlbrook (Chair) Marilyn Mullen (Minutes in Maureen Bell’s absence) and Margaret Lawson.

From Forton – Lee Davis

**Apologies –** Meg Hutton-Dunton (Waterside) Peter Jolliffe (Waterside) (Stoke Rd) Maureen Bell (Stoke Rd)

**Resignations –** Rosie Evans (Waterside) Wally Corney (Forton) and Ian McIlwraith (Stoke Road)

GH welcomed everyone to the meeting with a special welcome to Lee Davis as a new member.

**Minutes of the last meeting**

Minutes of the last meeting held on 14th July were accepted as an accurate record

**Matters arising out of the Minutes**

Emma O’Brien shared a flyer about Telephone access which is available on the reception desk. This informs patients about the need for a new system. It asks patients to telephone after 9.30 for routine appointments and offers those who sign up to Patient Access the opportunity to book appointments and request repeat medication via the internet.

Emma confirmed that all four practices within the Willow Group are dementia friendly. It is statutory for all practices in the group.

**Notice Boards**

GH has made contact with Lisa Young who has updated the notice board at Waterside but as yet has not visited any of the other practices within the group. Emma O’Brien told the group that the group is very short staffed at the moment but are interviewing for eight receptionists this week and this should then allow Lisa time to work on the boards at the other practices. When the PPG boards are set up then one representative from each surgery can keep them up to date.

**Flu Clinics**

Initially not enough appointments were available but more have been released. This year one practice organised the clinics for all four sites but after feedback each surgery will deal with own flu clinics. Emma will look at the possibility of text reminders for the clinics. It was stressed that flub jabs form part of the income for the surgeries.

**New phone system**

This is now being funded by Hampshire County Council and not by Southern Health as was originally thought. HCC will be organising the updates over the next three years. Concern was expressed by members of the group about the long time span when the telephone systems are obviously not fit for purpose. It was asked if we as a PPG could do anything to speed up Willow’s phone updating and Emma will speak to Sarah McLaughlin and Chris Complin to see if there is anything we can do to help’.

**Action E O’B to report back at next meeting**

**Volunteers for GWMH**

Ann Mitchell from the GWMH had written to GB about the use of volunteers at the hospital to act in a ‘meet and greet’ capacity. Thus far she has been unsuccessful in recruiting. MM suggested that GH contact Sally Bigham at Gosport GVA as she may be able to help.

**Feedback from Localities**

* Forton – no news
* Waterside- now has a virtual group
* Brune – met last week and will continue to meet informally just before the Willow group meeting
* Stoke Rd – no news

**Feedback from other relevant meetings attended by members**

Several members of the group attended the Gosport Locality Patient’s Group meeting in July where there was a presentation from Jonathan Foley from iTalk and from Keeley Ellis on the GP extended hours.

**Any other business**

Emma reported that two new GPs had been recruited who will, initially, be based at Brune. They are Dr. David Campbell who lives locally and has a Naval background. He will be at Brune on Tuesdays, Wednesdays and Thursdays and Dr. Hayley Cousins who will work on Fridays.

Emma told us that Forton surgery is to become a centre of excellence for Diabetes (this has already started) and within a month it will be joined by respiratory care. One GP will remain at the surgery and the others move to practices within the group. BH asked if there was any chance of pain management being added to this centre.

Surgery signposting is now taking place at Brune on a Friday morning and at Waterside on Monday afternoon and Thursday afternoon. ML reported that the Fridays at Brune have been well attended recently.

There are still concerns generally about making appointments with the same GP for long term conditions.

Open Days will go ahead in the New Year.

GH had a letter from Chris Woodvine, Interim Head of Patient Engagement and Experience for Southern Health, about retendering for parking at GWMH and was asking for people’s opinions. GH was concerned about disabled people having to pay if there was no space in disabled bays and they had to use a normal space. MM asked about the number of spaces needed by disabled staff members as these often seem to be empty.

**The meeting ended at 11.30a.m.**

**The date of the next meeting is Friday 19th January at Brune at 10a.m.**