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

**at Brune Medical Centre on 14th July 2017 at 10.00am**

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

From Waterside PPG – Trevor Elliot, Brenda Hadfield, Rosie Evans, Meg Hutton-Dutton

From Brune PPG - Georgette Houlbrook (Chair) Carol Dixon, Marilyn Mullen, Margaret Lawson

From Forton PPG – Wally Corney

From Stoke Rd PPG – Maureen Bell (Secretary)

**Apologies:** Ian Mcilwraith (Stoke Road) Annette Potter

**1)** GH welcomed everyone to the meeting

**2) Minutes of last Meeting**

* Minutes of the meeting held on 16th May 2017 were accepted as an accurate record

**3) Matters arising from the Minutes**

* It has been confirmed that out of pocket expenses will be covered by Willow

**4) Adoption of the Terms of Reference**

* It was agreed that meetings should be quarterly
* Discussion on the tenure of the Chair and whether this should be for three years not one. It was agreed to leave it at one year and ensure that the TORs were reviewed annually

**Action: GH to place on the Agenda for July 2018**

**5) Attendance at Gosport Locality Patient Group**

* It is the usual practice for two members from each PPG in the 11 practices on the peninsular to attend this quarterly meeting. However it has been agreed that Willow may send all who wish to attend. It was agreed that 3 members of the group would attend the meeting on Tuesday 18th July and report back at the next Willow group meeting.

**Action: ML, MM, BH to attend and report back at next meeting**

**6) Notice Boards**

* There is strong support for a specific notice Board in each surgery which is only for information about the Willow PPG
* EO’B reported that Lisa Young who works on reception at Waterside will coordinate this project for the four sites

**Action: GH to contact Lisa Young**

**7) New computer system**

* EO’B reported that the IT Merge is now complete. Now it is possible to log in and access appointments and medical records at all four sites. Patients will be able to see a doctor at a different site if they are willing to travel. Re: blood tests which are at three sites, each surgery will be able to make the appointment for any of the three centres.
* There is now an extended hours service at Gosport War Memorial, open from 9.30 – 4.00 on Saturdays. There is a GP, a nurse and a receptionist. GPs are currently being sought to cover extended hours during the week.
* There was discussion on the differing appointment systems in each surgery. It was suggested that there was a notice on the receptionist desk about the times for making appointments, results of blood tests etc., so that all patients are informed. It was suggested that this could also be printed on the reverse of a prescription

**Action: EO’B**

**8) New Phone System**

* Emma O’Brien reported that as yet, there is not update on the phone system. Off the record, October has been mentioned, but this is not reliable

**9) Feedback from localities**

* Forton – no news
* Brune – will have a meeting in October
* Waterside – are considering a virtual meeting in September
* Stoke – no news, email sent to operations manager but no reply

**10) Feedback from meetings attended by members**

* Brenda Hadfield reported back on a visit to see catering arrangements at QA Hospital. She had visited the dementia ward and was impressed by the care and thought that had gone into the equipment and presentation.
* Annette Potter asked whether ‘dementia friendly’ training has taken place at each of the four surgeries. She was also concerned regarding a dementia patient being able to see the same GP at each visit, to ease possible confusion.

**Action: EO’B**

**11) Any other business**

* Emma O’Brien reported that each of the sites were to have Open Days. This had already happened at Brune, over 400 patients came between 10.00am and 1.00pm. Texts went out to patients and it was also on Facebook. This was a stand-alone day, but there was enthusiasm for this to happen at the 3 other sites.
* Emma was keen to produce a new patient survey (Brune combined this with the Open Day) It was important to get patients’ views on having an appointment at another surgery and other aspects of the new service.

**Action: EO’B to devise survey, send to GH for distribution to PPG for comments.**

* Wally Corney asked if something could be done about very late appointments for ‘starved’ blood tests. EO’B said the new IT system should help with this
* MB distributed a leaflet produced by South Hampshire Multi-speciality Community Provider which gave a clear outline on MCPs which Dr Morgan mentioned at our last meeting

**11a) Guest Speaker – Alison McNulty – Surgery Signposters**

Alison explained that Surgery Signposters came in 18 months ago. In the short term, it aimed to reduce impact on GP time and in the long term, to reduce impact on A&E time. It is considered that 20% of appointments are non-medical, some frequent attenders are lonely.

Surgery Signposters were first in Waterside, then Brune, then Gosport Medical Centre. They are volunteers, trained and DBS checked and offer 40 minute appointments. Referrals can be made by anybody, nurses, doctors, social workers.

The information that can be provided includes all the support agencies, there are between 200 and 400 charities that they can tap into. The skill set is key, they must be good communicators

The service is funded by NCG and F&G CCC. The decision has been made to move the service into Forton and Stoke Road and the plan is under discussion with the surgeries.

**11) Date of next Meeting**

**10.00am on 13th October 2017 at the Conference Room, Brune Medical Centre**

The Meeting closed at 11.50