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

**at Brune Medical Centre on 19th January 2018 at 10.00am**

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

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

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

From Forton PPG – Ian Ward

From Stoke Rd PPG – Maureen Bell (Secretary)

**Apologies:** Annette Potter, Lesley Davis, Margaret Lawson, Roy Harris

Prior to the start of the meeting, there was a presentation by Angela Gill who is now the Project Manager for Surgery Signposters and is Project Manager for Dying Matters Pilot Project which is funded by Better Local Care, Fareham & Gosport.

Angela is also the Chair of the local Age Concern for whom she wrote the bid for Dying Matters – the underpinning rationale being ‘Live life for today and plan for tomorrow.’ There have been a number of events and Angela is looking for ideas on how to engage with doctors’ surgeries and hospitals.

In terms of the Surgery Signposters, she is currently shadowing and knows that when it works, it is an excellent service. There are two major problems, people are unaware of the service and people have appointments and don’t turn up.

There was some discussion at the meeting within the time constraints. Anyone wishing to make contact:-

Angela Gill – Project Manager, Tel 07712 332396, email: [angelakgill@btinternet.com](mailto:angelakgill@btinternet.com)

Angela Gould – Project Co- coordinator, Tel 02392 604699

Email: [dyingmatters@ageconcerngosport.org.uk](mailto:dyingmatters@ageconcerngosport.org.uk)

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

**2) Minutes of last Meeting**

* Minutes of the meeting held on 13th October 2017 were accepted as an accurate record

**3) Matters arising from the Minutes**

* The flyer regarding the telephone service is not visible in some surgeries.

**Action E.O’B**

* MM reported that the process for the engagement of ‘meet and greet’ volunteers at Gosport War Memorial is painfully slow and bureaucratic. GH to contact Ann Mitchell **Action GH**

**4) Report from the meeting re Forton Medical Centre**

GH reported that the meeting on the 17th Jan was well attended with good representation from agencies and the indications were that Willow PPG was being consulted. There were still many outstanding worries for patients e.g. will certain services such as repeat prescriptions still be available at Forton? Officially at the meeting, they emphasised how close the surgeries were to each other, but this is not the case, some are further than a mile and the bus routes are not clear. GH has tried to get information about buses with little success and is making a Freedom of Information request. Following this, approaches will be made to county councillors and possibly the M.P

**Action: GH**

No target date for the change of provision has been set. There are a number of queries about the communication to patients of the changes. A major problem is the phone system. There is likely to be patient anxiety when the changes are announced. The possibility was floated of members of the PPG volunteering to be in the waiting room to help with giving information.

E. O’B reported that the plan for the phone system was that there would be a central control at Waterside – but as yet there is no date for the new system and there seems to be no way to put on pressure for it to be as soon as possible.

At the meeting, representatives from PPG felt reassured that they were involved in the decision making but we must continue to press for that involvement to remain.

**5) Update on Willow Group from E.O’B**

* The *draft* CQC report, which has not been shared yet, is being checked for accuracy. It was a good result as the rating was ‘Good’. As it is still in draft it will be reported formally at the next meeting.
* Nursing uniform has been queried and concerns have been referred to the Head of Nursing at Southern Health.
* Willow group were developing an in-house communication team and working on internal signage and patient newsletters.
* The results of patient surveys – attached to the minutes
* Queries about open days. E.O’B to bring up at the next meeting

**Action E.O’B**

* There are teething problems at the Diabetes Clinic, various concerns expressed including communications from the clinic.

**Action: For discussion at the next meeting.**

* Some patients seem to have an annual check-up. Should this be for all patients? Is there a policy? E.O’B to investigate. **Action E.O’B**

**6) Communication with Southern Health**

GH reported that it was revealed at Wednesday’s meeting that Southern Health does not have a Communications Team. The Forton plan made it clear that Communication is a weak point. She will speak to Chris Woodvine to ensure that Southern Health institutes a communication strategy with the Willow PPG. We need to know who is meant to give us information and how we get this information to all patients. **Action GH**

**7) Feedback from Localities**

* Queries raised about varying numbers of days required to get repeat prescriptions. This can be from 2 to 5 days. It appeared to vary across surgeries and also with surgeries. E.O’B to check. **Action E.O’B**
* Lines for disabled bays at Brune are faded and require repainting. E.O’B to check **Action E.O’B**

**8) Feedback from other meetings attended by members**

GH reported from the Clinical Model Development Group. The Vanguard initiative is coming to an end in March 18 but the group is continuing as a network. It is very aware of the Willow group and the proposal for Forton

**9) Any other business**

* It was confirmed by E.O’B that after the Forton reorganisation, GPs will have a more permanent base in specific surgeries, but may still need to relocate on some occasions i.e. to cover annual leave.
* BH took up the case of a friend who was fined for parking in a non-disabled place using her badge. She confirmed that after writing many letters, this is now to be allowed.
* MM requested that the website manager was invited to the next meeting

**Action E.O’B**

**11) Date of next Meeting**

**10.30am on 13th April 2018 at the Conference Room, Brune Medical Centre**

**NB revised time**

**There will be a special meeting on Friday 23rd February at 10.30am to discuss Forton and website only**

**Locality Patient Group Meeting 12.30 – 2.30 on 23rd January**

The Meeting closed at 12.00noon