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

**at Brune Medical Centre on 13th April 2018 at 10.30am**

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

Andrew Neal, Web Manager for the Willow Group

From Waterside PPG – Trevor Elliot, Meg Hutton-Dutton

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

From Forton PPG – Ian Ward

From Stoke Rd PPG – Maureen Bell (Secretary)

**Apologies:** Annette Potter, Lesley Davis, Margaret Lawson, Roy Harris. Brenda Hadfield, Marilyn Mullen,

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

**2) Minutes of last Meeting**

* Minutes of the meeting held on 19th January 2018 were accepted as an accurate record

**3) Matters arising from the Minutes**

* The new telephone service is in the 3rd week of an 8 week project, the question of the flyer has been overtaken by events
* Re ‘meet and greet’ volunteers at Gosport War Memorial, Marilyn’s husband is now in post.
* Re the bus routes, GH has received a 42 page document of the minutes of the meeting where bus routes were discussed – has not yet read it in detail, it is important to get the facts before taking it further
* Letters for annual checks are sent out from the Local Health Authority every 5 years for patients between 40 and 75 years. These are randomly sent and not all patients will receive one for each age check. Annual checks are given to everyone with long term conditions. Other patients need to make a request.
* To get repeat prescriptions, the surgery need two clear working days, eg request on Monday will be ready on Thursday; but this could be further delayed by pressure of work at the pharmacy
* What percentage of patients are on repeat presciptions? **Action E.O’B**
* Adrian Frederico, Senior Prescribing Pharmacist to be invited to a PPG meeting **Action E.O’B**
* Disabled parking bays at Brune will be repainted when weather improves

**4) Forton Medical Centre**

Letters have gone out and should be received by patients today. The Open Day is on 21st April from 10am – 12 noon.

Doctors will be moving out by 7th June. GH has received a letter from Peter Jolliffe to which she will reply.

There is a petition on Facebook against the closure which has 138 signatures.

At the open day there will be:-

Sarah McLaughlin - General Manager

Emma O’Brien- Operations Manager

Fiona Todd- Business Manager

Kim Burden- Senior Nurse Manager

Dr Brooke- Senior Partner, Forton

GH will attend and will email other members of Willow PPG to ask them to attend.  **Action GH**

**5) Diabetes Clinic**

There have been changes of staff. One has left to join the Community Team, which means she will have links to the clinic. There are 2 new Senior Diabetic Nurses, Sheila Hayward and Amanda Kent. Another new appointment is Hannah Crawford, a leg wound nurse.

Evening appointments for patients in full time employment are being considered At one time there were weekend appointments at Gosport War Memorial. E.O’B to check. **Action E.O’B**

GH said that teething problems seem to be evening out.

**6) Communication with Southern Health**

There is a team employed by Southern Health and Isobel Johnson is responsible for Willow Group. GH to contact to make the link. **Action GH**

**7) Feedback from Localities**

New signing-in systems for all surgeries are being investigated and they will be identical in each locality.

At Stoke Road, despite advertising for new reps, none are forthcoming. The PPG notice board is directly opposite the entrance

At Brune, Dr Morgan is off sick and in his absence, appointments have been made with either a prescribing nurse or a GP. Willow PPG send their best wishes for a speedy recovery to Dr Morgan.

GH reported a number of concerns raised by individual patients. E.O’B confirmed that If a patient wishes to make a complaint, it can be investigated if they give their permission.

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

MB attended the Gosport Locality Patients Group

* Chris Complin reported that the vanguard area ended on 31st March and new models of care were in place with ongoing plans. Admission rates, both A&E and hospital have lessened in the last year in Fareham and Gosport
* There are three staff at Health Connectors and clients are identified from Willow Group. Suggest they are invited to speak to PPG
* Presentation from St Mary’s Treatment Centre. Would be willing to speak to PPG
* Presentation on the new secure IT record system which shares health and care information from GP surgeries, hospitals, community and mental health, social services and others.
* Presentation on education and training of medical professionals. Advised to look up Rowland Report

GH and E.O’B are meeting Mandy Bright, Community Engagement Manager of 19th April

MHD attended a League of Friends Meeting and learned they have a respiratory fund available. She also reported that Tombs and Allen, opticians are now offering a free hearing test and free vacuum ear cleaning.

**9) Any other business**

Open Days for locations other than Forton are planned for late summer

**10) Website Manager**

Andrew gave a demonstration of the new website which has now gone live.

All agreed that the information was very clear, attractive and easy to use

**11) Date of next Meeting**

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

**Locality Patient Group Meeting 12.30 – 2.30 on 3rd July 2018**

The Meeting closed at 12.20pm