

## Minutes of the meeting of the Willow Group PPG

### at Brune Medical Centre on 18th January 2019 at 10.30am

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

From Waterside PPG – Trevor Elliot, Meg Hutton-Dutton

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

From Stoke Rd PPG – Maureen Bell (Secretary)

**Apologies:** Annette Potter, Emma Smith

1) GH welcomed everyone to the meeting

#### **2) Minutes of last Meeting**

- Minutes of the meeting held on 28<sup>th</sup> September 2018 were accepted as an accurate record
- Matters arising – a) GH reported there were some improvements in communications with Southern Health but there were still concerns that there was not full understanding of the importance of listening to patients/carers and considering their views.  
b) There is no sign on the HCC website of the outcome of the consultation on the decision regarding the No.11 bus route which provides a two hourly service to the Waterside practice. **Action GH to pursue**  
c) GH was able to celebrate the successes of Willow in her appearance on BBC Television – although E.O'B regretted that the emphasis of the programme was on Southern Health and not its connection with Willow  
d) There is currently no decision regarding a Health Forum for Gosport.

#### **3) Willow Updates (E.O'B)**

- a) Brune site manager is pursuing the painting of the lines in the car park. GH said that the matter had been postponed for over a year. If it was not completed by Easter, she would make a formal complaint **Action GH**
- b) Regarding the delays in the waiting room mentioned at the last meeting – a reminder has gone out to all surgeries. Several members of the committee cited instances where patients had been given the wrong information regarding the surgery for their appointment. E.O'B said there was a procedure for recording such events and it appeared this had not occurred. **Action E.O'B to follow up**
- c) Two examples of phone calls from surgeries and no message being left.  
**Action EO'B to obtain clarification on procedure re data protection**
- d) Regarding staffing – 3 GPs left in December and Dr Morgan leaves at the end of January. There is an active recruitment drive. We have some locums and this has currently enabled more GP appointments than previously. We are up to a full complement of nurses. There are currently 36,000 patients at Willow
- e) On the Willows Facebook page, there is a Feedback Friday slot. It is now planned to have a Myth-busting Monday slot as so many rumours abound which are untrue e.g. many people believe that Willow is a private company.

#### **4) Feedback from other relevant meetings attended by members**

At the Patient Locality Group on 9<sup>th</sup> October, there was a presentation by SSE about the support given to senior and vulnerable people during a power cut. GH reported that she had experienced the scheme in action recently and was impressed by the excellence of the service. She had also reported that she had attended a meeting of The Engine Room, a group started in the initial stages of the Vanguard Initiative. It consists mainly of practice managers and nurses. The group has continued because members found it a good networking group.

#### **5) Chairman's Matters**

GH reported that most matters had been covered by other items on the Agenda. The matter of Open Days would be put on the agenda for the next meeting.

**Action GH**

#### **6) Nathan Clifford (Transformation Team, Southern Health)**

Nathan is a member of the team which focuses on Quality Improvement. There have been a number of successful projects which involve patients and staff contributing to problem solving. After a period of consultation, observation and discussion, workshops are convened where representatives combine to examine findings, identify blocks to success and evolve practical solutions. Nathan's role is to ensure that patients and patient reps are fully involved.

The current new project is examining patient flow in the Willow Group. Nathan is seeking service users – not part of any organisation and with no knowledge or expectations. Observers will be at sites in the Willow group, followed by a workshop for 5 days on 4<sup>th</sup>-10<sup>th</sup> March (10.00- 16.00) at Totton and will require 3-4 attendees. It would be valuable to have a Focus Group in Gosport of up to 15 patients on 6<sup>th</sup> March for those who cannot attend the workshop. GH agreed to attend the workshop. **Action GH to liaise with Nathan and with other members of the group to find patients to attend the workshop and the focus group.**

#### **7) Election of Chair**

Our Constitution (dated 14<sup>th</sup> July 2017) states that the Chair may serve a maximum of three years. GH agree to stay as Chair until July 2020.

#### **8) A.O.B**

- a) M.H-D reported good experience of the Advanced Nurse
- b) Concern over amount of signage in waiting rooms. Q.I group will consider
- c) What is the position of pharmacies with pain control? **Action E.O'B**
- d) Lack of clarity regarding procedure for prescriptions. Several procedures seem to be in operation – is it possible to standardise? **Action E.O'B**

The Meeting closed at 12.50pm

#### **10) Date of Next Meeting**

**5<sup>th</sup> April 2019 10-30 – 12.30 Brune Medical Centre**

#### **Patient Locality Meeting**

**22<sup>nd</sup> January 2019 12.30 – 2.30pm Brune Medical Centre**