

Minutes of the meeting of the Willow Group PPG

at Brune Medical Centre on 28th September 2018 at 10.30am

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

From Waterside PPG – Trevor Elliot, Brenda Hadfield
From Brune PPG - Georgette Houlbrook (Chair) Carol Dixon,
From Forton PPG – Pete Joliffe
From Stoke Rd PPG – Emma Smith, Maureen Bell (Secretary)

Apologies: Annette Potter, Marilyn Mullen, Meg Hutton-Dunton

1) GH welcomed everyone to the meeting

2) Minutes of last Meeting

- Minutes of the meeting held on 13th July 2018 were accepted as an accurate record

3) Adrian Frederico – Senior Pharmacist

Adrian was welcomed to the meeting. He said that a typical day for him consisted of appointments and admin etc. He would like to have the time to do more proactive work – identifying patients at high risk of hospitalisation where intervention could be preventative. Pharmacy technicians are now employed to deal with admin and will be working under one roof at Forton. He discussed the pros and cons of repeat dispensing – the drawback was mainly the lack of appointments at the end period. One method was to have a rolling programme with each patient having a review in the month of their birth.

4) Communication from Southern Health.

There have been staff changes and there is a new person with whom GH will make contact. She stressed the need to improve dialogue.

Action GH

5) Feedback from Localities

Brune: - Lines in the car park need to be painted **Action EO'B**
CD reported having difficulty in finding a second doctor for a death certificate when the surgery was closed for training. E'O'B recommended reporting to 'patient experience'

Forton: - Concern that there was lack of information when there was a delay with an appointment. Unless they have this, patients may get anxious that they have been forgotten **Action E.O'B**

6) Feedback from other relevant meetings attended by members

BH reported on a meeting at QA re para-medics and dementia patients. Discussion on the criteria used to decide whether the patient should go to hospital or remain at home. The aim is to get a pathway to care. Discussion on the difficulty with dialling 111 - **GH to bring up at Locality Meeting.**

7) No 11 bus

140 patients were interviewed over a 5 day period. 52% had used the bus to get to Waterside. 54% said they were not able to get there without a bus. A few came by taxi. ES said that, without a taxi, bus fares were very expensive and a taxi could well be cheaper. Some said they would have to leave the surgery if the No.11 was discontinued.

8) Willow updates (EO'B)

- a) The telephone system was switched on at 8am on the 27th September. The technical team remain on site until the middle of October to deal with glitches. The system gives an analysis of all calls received.
- b) The electronic signing in system in all surgeries is now working.
- c) Flu jab campaign has started – there have been a few difficulties – PPG members to feed back to EO'B
- d) Phlebotomy service – there is now a new provider for Gosport. It is in four localities, two of which are in Brune and Forton. Members expressed concern at the confusion and for the staff involved. It was important for patients to be aware that this service was not provided by Willow, they just provided the accommodation.
- e) Open days – proposed for January
- f) The clinical director is keen on setting up a choir – received positively by members, and a garden/allotment. Members suggested joining in with existing community gardens – Leesland, Haslar, Crescent Garden.
- g) Macmillan Coffee Afternoon – Waterside 4th Oct. 1.30 – 3.00pm
- h) Several new members of staff, Dr Quayyum now on a permanent 2 day contract. Dr Watson, a registrar, Dr Latif, an FY2 is on a 4 month placement. Two doctors are training to be FY2 supervisors so we should get more FY2 placements. 1 nurse practitioner, 1 practice nurse, 1 Health Care support worker. The three GPs on long term sick leave are now back. Dr Morgan retires in the New Year and an advertisement will go out for his replacement. There is an actively search for recruiting GPs, in the meantime, filling gaps with advanced practitioners.

9) Chairman's Matters

- a) Secret patient – on the whole these were encouraging
- b) Web site – getting a GP appointment is often not an option given. Two PPG members had to wait over 3 weeks for an appointment. It was suggested that PPG members test it on occasion to check how often a GP appointment is available. EM said the best way of getting an appointment was through messaging on Facebook.

c) GH said we need to celebrate our successes and will discuss it with the communications Team **Action GH**

d) GH reported that although the Vanguard funding finished in April, the meetings are to continue.

e) BH had been to a very successful meeting in Fareham with the MP. She suggested the possibility of Health Forum in Gosport. **Action GH**

10) Date of Next Meeting

18th January 2019 10-30 – 12.30

Patient Locality Meeting

9th October 2019 12.30 – 2.30pm

The Meeting closed at 12.30pm