**Minutes of the Meeting of the Willow Group PPG at Brune Medical Centre on 5th April 2019**

**Present:** Emma O’Brien, Operations Manager for the Willow Group, Georgette Houlbrook (Chair) Trevor Elliot, Carol Dixon, Brenda Hadfield, Emma Smith, Avril Carlton, Brian Sherman, Peter Jolliffe, Marilyn Mullen, Maureen Bell (Secretary)

**Apologies:** Meg Hutton-Dutton, Annette Potter

**1). Welcome**

GH welcomed everyone to the meeting and was pleased to greet two new members, Avril and Brian.

**2). Minutes of the last Meeting**

Minutes of the last meeting held on 18th January were accepted as an accurate record. Matters arising:

* GH reported that the No 11 bus route had been saved
* Painting of the lines in the car park – disabled bays only have been painted. EO’B meeting the Landlord on 16th April **Action E.O’B**
* Disabled bays, CD asked if two more could be provided **Action E.O’B**
* Re appointments going out without the site specified, E.O’B has talked to Website Manager and this is no longer happening
* Re absence of telephone message on answerphone, for Data Protection, a message cannot be left because there is no certainty that the correct person will receive the message.

**3). Willow Updates**

1. E.OB informed the meeting that reports from Quality Improvement (QI) meetings are being published 30, 60 and 90 dates after the meetings. 30 day report will be on collating data, 60 day report on delivering and 90 day will be on reviewing. BS, who attended the QI meetings in Totton for the whole 5 days, reported that initially he found it confusing but by the third day, when they were formed into groups, progress was made. He was in the telephone group and several helpful suggestions were made. The Focus Group locally on 16th March discussed the issues of telephones and lack of appointments. It was noted that Southern Health has a number of projects with patient involvement.
2. The CQC report was published on the CQC website, Willow was given a ‘good’. It was recommended that members read it.
3. An audit of 140 patient concerns/complaints received during the year showed that 2 of these patients had left the practice (it is not clear if these patients had moved out of area or had registered with another surgery due to their complaint). What this does evidence is that 98.57% of patients who had liaised with The Willow Group Patient Experience Team with regards to their concern/complaint remain a patient of the group. The Patient Experience Team had also recently received commendation from Caroline Dinenage’s Office for their handling of patient correspondence.
4. There are plans for Open Days on each site, 2 in May and 2 in June, held on Saturdays, and will be centred on stalls of various professionals including a stall for PPG.
5. There will be a new patient survey based on awareness of availability of different professionals in the surgeries. **Action E.O’B**
6. In response to the query at the last meeting, pharmacists at the surgery can change prescriptions but high street pharmacies cannot.
7. There has been a meeting with pharmacy teams and there are indeed numerous procedures. Patient access seems to be the best method. AC said that the comment box on the repeat prescription box is too small. **E.O’B to enquire**
8. Local MP Caroline Dinenage has visited Willow to meet staff and patients and was interested in the positive developments.

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

* MM reported for the Locality Meeting that there was an interesting talk from Jon Durand, pharmacist on the drugs being taken off NHS prescriptions.
* GH reported on the Engine Room and the developments in Mental Health.

**5.) Chairman’s matters**

GH reported concern about the amount of signage in waiting rooms and wondered if the QI might look at it. There is no longer any member of staff responsible for notice boards. MB asked it was possible to have screens scrolling information. E.O’B said this was being considered.

**6) A.O.B.**

a) MM queried information on Weightwatchers received by post and E.O’B apologised and said that incorrect searches had resulted in many errors, Weightwatchers had paid the postage.

b) MB asked if we could have a speaker on provision for mental health at the next meeting **Action E.O’B**

c) It was agreed that members of this group no longer identify with a particular surgery; we are all patients of Willow.

d) There are currently 36502 patients of the Willow Group

e) GH asked for members of the group to agree the minutes by email within a week of receiving them. If this worked efficiently, it would mean that minutes could be placed on notice boards within a reasonable time of the meeting.

f) PJ reported that the telephones were still causing difficulties because of the waiting times and the cost of holding on for a long time. ES said she always gets a good result by using Facebook Messenger.

The meeting closed at 12.10pm

**7.) Date of Next Meeting 28th June 2019 –** Brune Medical Centre 10.30-12.30 pm

Locality Group Meeting **23rd April 2019** – Brune Medical Centre 12.30 – 2.30 pm