



## Notes from the meeting of Willow PPG on Wednesday 1<sup>st</sup> July, 2020

The meeting was held on the Zoom platform and those 'present' were:

Emma O'Brien	Operations Manager / Acting Chair
Dr Robin Harlow	Clinical Director
Maureen Bell	Patient
Marilyn Mullen	Patient
Carol Dixon	Patient
Meg Hutton-Dunton	Patient
Emma Smith	Patient
Leslie Mitchell	Patient
Annette Potter	Patient

There were apologies from Trevor Elliott and Brian Sherman.

- The group were unanimous in their feelings of sadness and loss at Georgette's death.
- Dr Harlow spoke about his new role at Primary Care Network.
- Interviews are being held on Friday for 2 new GPs. They are both currently working locally and will be full trained by September.
- The GPs from South Africa are awaiting flight clearance to come to this country.
- The situation at Stoke Road arose because two GPs were on long term sick. The practice accept that the closure should have been discussed with the PPG but a decision had to be made quickly. Should Stoke Road surgery close permanently then the PPG will be involved in the necessary consultation.
- Stoke Road is the only practice still closed. Of the 2 GPs on long term sick, one will not return but it is hoped that the other will.
- The message re not accepting repeat prescriptions over the telephone has been changed.
- Emma has suggested that she temporarily chairs the meetings until we can meet formally to discuss the position of chair/deputy.
- We have agreed to meet on a two monthly cycle making an interim newsletter unnecessary.
- With regard to the Virtual group, Emma is trying to find 12 members from each of the age groups and 12 from Ethnic minorities to form a virtual group
- Maureen and Marilyn are still happy to go to St Vincent to speak to students about their use of the Practice. This will focus on how patients contact the Practice and advice about speaking about health issues to the staff.

- There is a Community Psychiatric Nurse at Forton who is dealing with acute mental health needs from lockdown.
- There is additional funding available for health and wellbeing coaches.
- The same day access service is still operating from Forton.
- IPCAS weekend cover is with the red site at Forton and the green at Portchester.
- Brune surgery has reopened and the phlebotomy service has resumed this week.
- The date of our next meeting is Wednesday 2<sup>nd</sup> September at 10a.m. Emma will look at the situation regarding a formal meeting with possibility of members joining on Zoom.
- There was an overwhelming response from members about the high quality of care during the lockdown period.