

## **Minutes of the Meeting of the Willow Group PPG**

### **Held at Brune Medical Centre on 21st October 2020**

#### **Present:**

Emma O'Brien, Operations Manager for the Willow Group, Maureen Bell (Chair), Marilyn Mullen (Vice-Chair), Avril Carlton (Secretary), Brenda Hadfield, Carol Dixon, Brian Sherman, Leslie Mitchell plus Dr Harlow via Zoom

**Apologies:** Meg Hutton-Dunton, Trevor Elliot, Emma Smith, Annette Potter

#### **1) Welcome**

MB welcomed everyone to the meeting. She was sad to inform the meeting that Meg Hutton-Dunton had resigned from the group and she had written to her to thank her on behalf of the PPG for all the work she had done over the years. E'OB will write on behalf of the practice. **Action: AO'B**

#### **2) Notes from last Meeting**

Minutes of the last meeting held on 2nd September were agreed by email but have yet to appear on the website. The meeting accepted them as an accurate record.

#### **Action Points**

- Engaging St Vincents' students is difficult in the current Covid situation. Dr Harlow has been in contact with the Head – **c/f to next meeting**
- Over 70's Breast Screening is on hold at the moment due to Covid priorities. Pacemaker checks are also currently suspended. Both make self-examination and awareness even more crucial – do there need to be focussed messages about this? **Action: EO'B**

#### **3) Willow Updates**

##### **Covid Secure Operating Practice:**

Arrangements are given to patients when face to face appointments are made on where to wait on arrival at the practice and how they will be called for.

Although it is preferred that patients wait in their cars where possible, waiting rooms are available – socially distanced.

For patients who come to Waterside with a query, there is an intercom at the former staff entrance at Waterside Medical Centre, which connects to the front

receptionist. The main porch door is also open allowing the patient to enter the foyer and gain the attention of the receptionist. Waterside door notices have been updated

Some creativity from Covid will aid future provision, e.g. flu jab process has worked very well this year, despite increased numbers,

### **Clinical Commissioning Group Changes**

Dr Harlow explained that the arrangements were still being settled and that he would provide a presentation for the next meeting. **Action: DrH**

BH has written to the CCG and is hopeful that the current lack of Pathway for local patients returning from Southampton Hospital will be addressed

### **General**

Monthly Governance meetings are being held via Zoom which means that more staff can participate. Within Quarter 2 20/21 (July to September) there has been a 92% positive response to the Friends and Family Recommendation Question, 222 compliments, and of 8 complaints, 5 were not upheld, i.e. related to NHS guidance.

Two Physiotherapists, working as First Contact Practitioners, are extending their hours and two new Care Navigators have been appointed. Willow will have its own Phlebotomy service from 2<sup>nd</sup> November. Recruitment of an additional GP is underway and there are current advertisements for 2 admin staff.

Patients from Brockhurst Medical Centre, which is due to be closed at the end of the year, are currently being asked to notify their preferred choice of new Gosport surgery. These will be assigned with reference to the numbers that practices have made available.

## **4) Patient Experience**

**Willow Group Website** – MM has provided written feedback and others added their comments. It was agreed that a sub-group would be formed. A session will be set up for MM, AC, BS and CD with Andrew. **Action A'OB**

5) **Secret Patient** – EO'B thanked MM for her feedback, she had also received some from Trevor Elliot and Emma Smith. This is an ongoing activity and members are encouraged to continue, create their own scenarios or translate and feedback actual situations.

6) **Feedback from Other Meetings**

**Compassion as a compass for improvement** – this Zoom QI conference was attended by AC who felt the strongest messages were that Process can get in the way of Compassion and the importance of involving patients, carers and families at every stage of the quality improvement cycle.

**Locality Meeting** (Zoom) – MB and MM attended on behalf of Willow and BH on behalf of Pain Management Groups. Representation from other practices was low and the focus unclear. It was agreed that MM, BH and MB would meet prior to the next meeting to prepare relevant information. **Action: MM.**

7) **Chairman's Matters**

MB explained that she was happy to take the role for two years only and that, as representative of 35,000 patients, the Group needed both more members and a strong external presence.

BH agreed to attend the next Families, Carers and Friends involvement Group on 19 Nov. EO'B to send details and potentially involve the Carer's Champion too. AC passed on an email relating to carer involvement, that had been shared during yesterday's conference. **Action EO'B and BH**

During a discussion around engaging more patients, EO'B suggested that the setting up of a PPG Facebook Page could be raised during the Website meeting.

8) **Any Other Business**

BS shared his experiences with the Covid Track and Trace System and expressed his concern regarding the public's engagement

In response to queries, EO'B explained that the telephones, and KLINIK, were answered by Care Navigators who are trained to ask questions, provided by the doctors, that will enable them to process or forward the call or request appropriately. She also confirmed that Patient Access is still the tool for some functions – repeat medication, blood test appointments, flu jabs.



9) The Group thanked Dr Harlow for his interest and attendance at the meeting.

**10) Date of Next Meeting**

**Wednesday 6<sup>th</sup> January – Brune Medical Centre 10:00-11:30**