

Minutes of the Meeting of the Willow Group PPG
Held via Zoom on 14th July 2021

Present:

Emma O'Brien, Operations Manager for the Willow Group, Dr Harlow, Maureen Bell (Chair), Marilyn Mullen (Vice-Chair), Avril Carlton (Secretary), Brenda Hadfield, Karen Murray-Gow, Ian Smith

Apologies: Trevor Elliot, Brian Sherman, Emma Smith, Carol Dixon, Annette Potter, Leslie Mitchell, Linda Beith (new member)

1) Welcome

MB welcomed everyone to the meeting, she will contact Linda Beith.

MB asked Dr H if he would mind giving a brief overview of Vanguard as she was increasingly aware that initiative was not commonly known about. This is a brief summary:

Vanguard dates back five years, and Gosport was one of the leaders in exploring how local collaboration could improve patient care through innovation and partnership working. The evaluations have resulted in New Care Models being adopted. Locally, there is also a strong connection to the Voluntary Sector, Public Health, etc. through the Primary Care Network.

2) Action Points from last Meeting

- a) **“Unlock Youth Board” Contact:** Dr H confirmed that he had been in touch with St Vincent's and that they were embarking on a STEM project re the Covid vaccination. They are also keen to be involved in creating informative videos about the various roles within the Willow provision, which would be useful for careers guidance, and as information on the Willow website.

MB confirmed that she and Marilyn are still keen to meet with a student group to discuss their experience of provision and that perhaps this could go ahead in the autumn? **Action KM-G**

It was noted that the PCN needed to reach out to the local Senior Schools for input from under 16s.

- b) **CCG Changes Update:** Dr H confirmed that changes, within Governance and Structure bringing Hampshire and IOW (except Portsmouth) together, should have no impact on patient care.

3) Willow Updates

a) **Newsletter/Communications**

There is a new Newsletter on the Willow website – not all were aware of its existence? The long-awaited meeting to focus on the website and communications could now go ahead. **Action: AC to contact Andrew after 19th July, circulate potential dates and co-ordinate attendees and an agenda.**

MB asked about the statistics in the Newsletter. It was noted that the use of the term Clinician was ambiguous given that a large number of contacts were dealt with by Administrators. Dr H re-iterated that the triage process is used to establish what is right for the patient. **Action: EOB will look at reformatting and breaking down the Admin tasks for clarification in future reports**

Also the figures suggested that 10% of registered patients had made contact in the last month. Some of these contacts would have been duplicated due to delays, something that is being worked on – see Staffing and Klinik below.

- b) **Gosport War Memorial Treatment Centre:** Information about the potential changes at GWM have been circulated on Facebook. Dr H confirmed that there had not been confirmation about how the provision would be resourced. Concern was expressed as to how patients might decide whether they should be contacting Willow, 111 or just walk in!
Dr H confirmed that the Centre is expected to 'spread the load' and 111 would be in a good position to advise patients of the best route including knowing where urgent cases could be seen quickest.

- c) **Vaccines - latest:** EO'B confirmed that 94% of patients in Cohorts 1-9 had received Covid vaccinations whereas the under 50's were proving harder to engage. Walk in clinics have been offered and through partnership with Hampshire County Council a Vaccination Champion is working with large local employers to encourage staff to come forward.

Willow is currently planning booster vaccine and flu campaign although NHS England guidelines have yet to be confirmed.

d) **Staffing:**

The first of the long awaited new doctors from South Africa visited yesterday and will begin his two week induction next week, then begin supervised provision. Another doctor is due to arrive in the country on 24th July and the final two later this year.

A new Practice Nurse has also been appointed.

The rise in infection rates among 16-20 year olds locally has impacted on the number of adults isolating. While some Willow staff have been able, with technology, to work from home, telephones can only be answered by those on site.

In answer to a question about overall staffing levels, EOB confirmed that within Willow there are 10 salaried, and 11 long term locums, jointly constituting 14 full time equivalent GPs.

The number of patients per GP is currently higher than that recommended by the BMA in 2005, but provision is now supplemented by Pharmacists, Physiotherapists and Nurse Practitioners in a form of Consultant GP Model. These professionals, besides compensating for the lack of GPs nationally, each bring Gold Standard expertise to their specialist area.

Willow now has a full complement of Administrators and is currently advertising for a further Band 6 Nurse.

Dr H confirmed that Willow has a higher than average demand, which they are working to address. In Gosport there are high numbers of patients with long term conditions as well as high incidence of smoking, obesity, lack of activity and deprivation.

KM-G raised the importance of education in personal health, from a young age.

Generally, it was felt that more information about the health model generally would be useful. Willow had been due to participate in the upcoming Wellbeing Event (now cancelled). Hopefully more opportunities for promotion will become available as restrictions, and infections, reduce.

e) Other

EOB confirmed that although legal Covid restrictions will be removed on 19th July, face masks will still be required in health settings. Willow has requested guidance on the legality of insistence, particularly with respect to staff protection.

KM-G said that schools will be testing pupils in September and that planning remained cautious. It is hoped that the disruption caused by 'bubbles' can be avoided but guidance is not yet available.

4) Patient Experience

a) **Klinik**

Feedback regarding 'urgent' requests is good, most dissatisfaction is expressed regarding lack of communication with respect to more routine matters. This is causing some duplication of contacts which in turn create more delays.

EOB confirmed that now the major focus on vaccination clinics is reducing, appointments can be made up to 6 weeks ahead. Communication regarding potential timing is improving and is being constantly reviewed. Further planned integration of systems will also aid identification of duplicate requests.

KM-G asked whether video consultations were available with the current systems. Dr H confirmed that they are, as is the ability to upload photographs.

As previously mentioned, if the Klinik pop-up is closed by the person accessing the website, perhaps without realising what it is or searching for other information, finding it again is very difficult and not intuitive. There is also no guidance on completion for those who don't find it easy. It was felt that these items could be addressed as part of the Website Review Meeting, which has been postponed since the onset of the first Covid lockdown.

Action: AC as at 3a) above

5) Feedback from other meetings

a) Working in Partnership

MM confirmed that this meeting is primarily about Mental Health. However, she finds it interesting and is happy to continue.

b) Primary Care Network

MB reiterated that the Network has been developed to achieve a care model aspiring to work seamlessly across local primary, community, social care, housing and the voluntary sector and outlined the following points:

- An Action Plan for the PCN aiming at better population health, is in first draft and will be shared with Gosport Central. A Project Manager has been appointed, Rachel Graystock will begin at the end of August,
- Covid vaccination is proving more problematic in the under 40 age groups, strategies are being used to encourage uptake.
- Health and Wellbeing Coaches have had 102 referrals and the Health Connector has had 80 referrals, covering a wide range of health and social issues.

- GVA have a number of projects including: community signposters, a Health and Wellbeing event at CEMAST on 20th July (unfortunately since cancelled), a food partnership, home and well adviser, digital inclusion.
- Mental Health Transformation. The work force needed has been identified and a bid has been submitted for the finance. It is recognised that there is improvement needed in communication between primary and secondary care. Research is ongoing within the community and information gathering with surgeries, although the latter is not without difficulty because we have a high locum workforce.
- Garden project. There is support for a community garden at Brune and at Forton. Information given about community garden at Shore Leave, Haslar and other opportunities for volunteering at Stanley Park and Crescent Garden.
- Care pathway from Southampton Hospital – Dr H confirmed that Southampton should have the same discharge process as the rest of Hampshire and the IOW and needs to liaise with CCG. **BH should receive a call today from Sandra Spong – SHFT Head of Nursing. Action: BH will update PPG via MB**
- There is collaborative work with Gosport Central PCN with a view to joining them in one PCN for Gosport.

c) Family, Carers and Friends Involvement Group

BH said that the last meeting focussed on Carers Week. There are lots of voluntary and paid carers in the community and much positive liaising and interacting took place. A book for carers, providing contacts and other information is being compiled.

6) **Chairman's Matters**

MB suggested meeting with Angela Gill of GVA, on behalf of PPG, to better understand their links with Willow. **Action: MB and MM to meet with AG**

The PPG Terms of Reference are due for review. This will be on the Agenda for the next meeting. It is noted that the version on the Willow website is not the current version. **Action: AC to circulate the current version with the minutes of this meeting.**

MB asked how the Virtual PPG was operating and how it linked to our committee. EOB suggested this be included in the Website Review Meeting. **Action: AC**

7) **Any Other Business**

- a) Following on from the item under PCN Meeting feedback, any members of PPG who have an interest in the Community Garden Project were invited to

come forward. KM-G said students might be interested in volunteering for some of the physical work, IS offered a range of horticultural books for reference. **Action: All**

- b) KM-G asked if any further information was known about the reduction in School Nurse provision. **Action: KM-G will investigate further**
- c) EO-B has met with Angela Gil regarding the potential to continue the Community Compass Volunteers under Southern Health. Also Kate Hobbs from the Job Centre, whose focus is supporting younger patients back into work after illness, is back at Willow.
- d) Brenda asked if there was any progress regarding the direction of Consultants' letters arriving at the surgery to the appropriate doctor. Dr H confirmed that this was a real challenge for which remedies are still being considered.
- e) Dr H thanked everyone for their input, the feedback, although sometimes challenging, is appreciated.

8) Date of Next Meeting:

Wednesday 15th September – Brune Medical Centre - 10:00-11:30.