

Minutes of the meeting of the Willow Group PPG at Brune Medical Centre

on 13th July, 2018 at 10.30a.m.

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| Present: Emma O'Brien | Operations Manager for the Willow Group |
| Georgette Houlbrook (Chair) | Brune PPG |
| Marilyn Mullen (Minutes) | Brune PPG |
| Trevor Elliot | Waterside PPG |
| Emma Smith | Stoke Road PPG |

Apologies: Meg Hutton Dutton, Margaret Lawson, Maureen Bell, Carol Dixon and Chris Davis

1) GH welcomed everyone to the meeting.

2) **Minutes of the last Meeting**

- Minutes of the meeting held on 13th April were accepted as an accurate record.

3) **Matters arising from the Minutes:**

- Emma told the meeting that 69% (26.063) patients in the Willow Group had repeat prescriptions. Over the past decade the number of items prescribed has doubled.
There are two Pharmacists with another on maternity leave and there are 3 pharmaceutical technicians who are being inducted. They provide a robust team. The Pharmacists can give prescriptions and they offer longer appointment times to patients.
- Adrian Frederico, a senior Prescribing Pharmacist will be invited to speak to the group at their next meeting. **Action EOB**
- The repainting of the parking bays is currently with the landlords.
- The open morning at Forton Medical centre was a great success with considerable support offered by PPG members.
- There is positive feedback about the Diabetes clinic but there are few evening appointments available.
- Dr Morgan is to return to work at the end of July. He will make a phased return.

4) Communication with Southern Health

This is an area where some the group feel that improvements could be made and it was suggested that Isabel Johnson be invited to speak to the group about how communications could be improved with greater involvement of the PPG.

Action GH

5) Feedback from the Localities

- There was positive feedback about the online booking of appointments.
- Patients who want to collect prescriptions from a Surgery have found that they have sometimes already been sent to a Pharmacy. Emma will ensure that staff are aware of patient's wishes.
- It was felt to be useful when logging onto the patient access if a named welcome message was given. This ensured that a patient was logged into their account and not another member of their family.
- There had been some problems over timings of regular prescriptions, some are for 28 days and some 2 or 3 months. Any problems with timings can be sorted out by speaking to the Pharmacist.
- Due to some staff shortages referrals letters having been taking up to 3 weeks to complete.

6) Feedback from other relevant meetings attended by members

- GH had attended the recent Locality meeting.
- GH had attended a Patient Group Event with Practice Managers and Patient Representatives at the CCG headquarters at Fort Southwick. One of the questions looked at was – What can a PPG do for you? Communication was found to be the key here.

7) New Data Protection rules

- It was felt that we were fulfilling the new rules for Data protection and MB had asked members to let her know if they do not want their e mail address revealed.

8) Willow updates on telephones, signing in systems, Open Days

- It is hoped that the long awaited new telephone system will be in operation at some time in September. A discussion was held about what options patients should be given when the telephone is answered. It should be easy for patients to be able to cancel an appointment. It was suggested that up to date information about the new system should be posted on Facebook to ensure that patients know that work is progressing.
- The signing in machine at Brune is no longer working and needs replacement. This work is now in hand.
- Following the success of Open Days at Brune and Forton it is hoped to repeat this at Waterside and Stoke Road when the new telephone system is up and running. A McMillan coffee morning is planned for 1st September from 10-1 at Waterside

and members of the PPG are invited to support this occasion. It is hoped that Cancer support groups will also contribute to the event.

9) Any other business

- GH had been thinking about how we, as a PPG, communicate with patients. There was a discussion about the use of Facebook to do this and it was decided that the PPG could have a higher profile putting information onto Willow's facebook page. It was agreed that members would look at the boards in each of the Surgeries to ensure that minutes etc were displayed. GH was happy to have her name/e mail address/mobile number made public to ensure that patients knew how to reach her.
- One of the surgery signposters was keen to have feedback from GPs who had referred patients to her and it was suggested that the Surgery Signposter leader liaised with the Surgery to see if this could take place.
- Emma circulated a draft of a Willow newsletter which will include a short article by GH about the PPG. It was suggested that some information about surgery signposters be included.
- There were ongoing concerns about the number 11 bus which is the only bus to pass Waterside. The bus service is part of a survey online at the moment. An HCC councillor will be contacted regarding this important bus route. **Action ES/GH**

10) Date of next meeting

Friday 28th September 2018 10.30a.m. at Brune.

11) Patient Locality Meeting.

Tuesday 9th October 12.30-2.30 at Brune