

# Minutes of the Meeting of the Willow Group PPG Held at Brune Medical Centre on 20th September 2019

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## Present:

Emma O'Brien, Operations Manager for the Willow Group, Georgette Houlbrook (Chair)  
Trevor Elliot, Carol Dixon, Brenda Hadfield, Avril Carlton (Secretary), Marilyn Mullen, Meg  
Hutton-Dunton (Vice-Chair), Maureen Bell, Emma Smith, Annette Potter

**Apologies:** Dr Harlow; Brian Sherman

## Welcome

GH welcomed everyone to the meeting. She was pleased to announce that she had been involved with recent interviews relating to the recruitment of new Doctors and E'OB confirmed that offers of employment have been made but this is the beginning of the process.

## 2) Minutes of the last Meeting

Minutes of the last meeting held on 28<sup>th</sup> June were agreed by email one week after distribution in order from them to be displayed in surgeries and on the website. The meeting accepted them as an accurate record.

Matters arising:

- Mystery patient - ongoing
- Other items will be dealt with within the Agenda today

## 3) Willow Updates

1. EO'B confirmed that two new Pharmacists are joining the group and that recruitment is also underway for an additional Advanced Nurse Practitioner, a Paramedic and a Physician Associate.
2. A Veterans Open Day is planned for 7<sup>th</sup> November, 10:30-14:30. Charities are being invited to provide rolling presentations and a break out room will be organised for more personal discussion. EO'B confirmed that the patients are encouraged to declare their status as Veterans or Carers and that the number doing so has increased. It was acknowledged that there are a large range of Charities relevant to Veterans. **Action EO'B will check that First Light have been invited.**
3. EO'B presented the results of the recent Patient Survey. Unfortunately only 134 responses were received although they covered a wide range of issues. The same survey began again on 1<sup>st</sup> September and will continue until 30<sup>th</sup> November. 1,815 responses would

provide a more meaningful 5% and methods for attracting more uptake were discussed, including putting the surveys on clipboards on the seats. **Action EO'B will forward the presentation to AC for circulation**

4. Primary Care Deputy Director, Dr Edward Scully, visited at the invitation of Gosport's MP Caroline Dineage, to witness the good practice developed by the Willow Group.

#### 4) **Primary Care Networks**

There are two PCNs in Gosport, each covering between 30,000 to 50,000 patients, working closely together and the members include Dr Harlow and the Chief Exec of Southern Health. Patient Centred Care is the focus. MM reported that 2 patient representatives are to be recruited, one from Willow Group and one representing the other Gosport and Lee on Solent practices. MB expressed an interest in being involved. However, no information has yet been forthcoming about the roles. **Action EO'B will investigate**

#### 5) **Feedback from other relevant meetings attended by members**

BH reported that Hannah Docherty, Matron for Clinical Standards at QA had expressed an interest to address a future PPG meeting. The group are keen to have external input and suggested this be arranged for the next meeting if possible. **Action BH**

Southern Health Annual Members Meeting included a presentation on the QI Care Planning by GH, who reported receiving forward thinking, enthusiastic and positive responses. There was also a frank discussion of continuing financial difficulties. **Full details are available on the Southern Health website.**

#### 6) **Review of the Terms of Reference**

The ToR were discussed and small amendments, that reflect the amalgamation of the surgeries and publishing of minutes on the website, made. **Action AC will create new copy for circulation and uploading to the Website**

The group discussed how we might ensure the diversity of members and, in particular, engage younger patients. **EO'B will investigate the 'Virtual Group' that operated at some surgeries in the past, plus potential links with St Vincent Sixth Form College.**

#### 7) **Chairman's matters**

SDAS is now at Forton – there have been no adverse comments received

Extended Access Service – provided externally for all Gosport residents - is now operational at Forton but will only be provided when staff are available.

There is a concern regarding the timing of nurses' phone calls, some being many hours after the scheduled time which is not the intended practice. **Action EO'B to feedback**

## 8) AOB

- a) Meg Hutton-Dunton tendered her resignation as Deputy Chairman of the group, although she wishes to remain a member. GH suggested that the position should be re-appointed at the next meeting. **Action AC to include in Agenda**
- b) EO'B asked if everyone was aware that Pharmacy bookings could now be made via Patient Access. The response was positive although there is some concern that these may be confused with appointments to see the surgery pharmacists?
- c) EO'B, on behalf of Dr Harlow, asked how the group would feel about fund-raising for equipment. After discussion it was agreed that there would be no objection 'in principal'. **Action EO'B to feedback**
- d) AC raised a query regarding the scarcity of appointments for Flu Vaccine. Attendance has been good and waiting times reduced. Members were encouraged to keep trying to access appointments rather than use the local pharmacies.
- e) Andover Mind has been contracted as the provider of the county wide Dementia Advice Service. It is understood that local support groups will be organised across the county.
- f) AC expressed concern that some of the emails being used for circulation of the Agenda are returning 'invalid' responses. All members are encouraged to check with any non-attendees that they are in contact with as to whether they are receiving PPG communications.

The meeting closed at 12.30pm

### Date of Next Meeting

**13<sup>th</sup> December 2019** - Brune Medical Centre 10.30-12.30 pm

(NB - AC gave her apologies – MM confirmed she will take the minutes)

### Locality Group Meeting

**23<sup>rd</sup> October 2019** - Brune Medical Centre 12.30 – 2.30 pm