

Minutes of the Meeting of the Willow Group PPG at Brune Medical Centre on 28th June 2019

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

Apologies: Annette Potter, Emma Smith, Margaret Lawson

1) Welcome

GH welcomed everyone to the meeting. She was pleased to read a message from ES which was very complimentary about a recent experience with Willow services. GH also reported that she had received three enquiries about possible membership of the PPG

2) Minutes of the last Meeting

Minutes of the last meeting held on 5th April 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:

- Painting of the lines in the car park at Brune has been completed. They still need to be painted in other locations; the landlord has said they would be painted within the next year as part of the rolling programme.
- Disabled bays – E.O'B reported that according to official guidelines, we have more than are legally required
- A patient survey is available in surgeries and on line. Results will be collated at the end of this month.
- Graham, who was due to attend this meeting to talk about provision for Mental Health, is unwell. It is hoped he will be able to attend the next meeting.

3) Willow Updates

1. Mystery patient. E.OB distributed four scenarios and explained the demands of each one. PPG group were asked to participate, following discussion, all surgeries were covered by members. Responses to be sent to E.O'B marked **P&C Action – All members of Willow PPG**
2. QI Conference. E.O'B distributed the summary of discussion and improvements over the 90 days since the Conference. She outlined various aspects, including improvements in the telephone service, appointment times for GPs/locums, 'meet & greet' system, demand mapping, data on Same Day Access service.
3. GH reported that there are initiatives Willow and Trust wide to examine 'Continuity of Care'. She would provide more information at the next meeting. **Action GH**

4. The PPG members congratulated everyone involved in the work and achievements of the 90 day period.

4) Feedback from other relevant meetings attended by members

There were no reports

5) Review of the Terms of Reference

Copies of the Terms of Reference were distributed and GH requested that each member read carefully and made notes of possible amendments for discussion at the next meeting. **Action – All members of Willow PPG**

6) Election of Secretary

MH has completed 2 years as Secretary and wished to stand down. AC agreed to take on the role.

7) Chairman's matters

GH had no further matters to discuss as they had already been covered in the meeting.

8) A.O.B.

1. MM reported on information received from Southern Hampshire Primary Care Alliance regarding GP Extended Access for all Gosport patients. It has not yet begun but the proposal is that it would be provided at Forton site and would provide weekend cover on Saturdays and Sundays from 8 am – 10.30pm, and evening cover from 6.30pm- 10.00pm on Tuesdays and Thursdays.
2. TE reported that he had received a message from a patient who congratulated the Willow group over an incident which was dealt with very satisfactorily
3. Concern was expressed that the Open Day at Waterside had been disappointing with poor attendance and it was questioned whether the event had been fully advertised.

The meeting closed at 12.10pm

Date of Next Meeting 20th September 2019 -Brune Medical Centre 10.30-12.30 pm

Locality Group Meeting 23rd July 2019 – Brune Medical Centre 12.30 – 2.30 pm