



**Minutes of the Meeting of the Willow Group PPG held at
Brune Medical Centre on 13th December, 2019.**

Present:

Emma O'Brien, Operations Manager for the Willow Group, Georgette Houlbrook, (Chair) Trevor Elliot, Marilyn Mullen (Minutes) Brenda Hadfield, Maureen Bell, Karen Murray-Gow and Brian Sherman (for part of the meeting)

Apologies

Meg Hutton-Dunton, Carol Dixon, Emma Smith and Avril Carlton

1) Welcome

Karen was welcomed to the group. Karen will be an associate member of the group in her capacity as having responsibility for the health and well being of students at St. Vincent College.

2) Minutes of the last meeting

Minutes of the last meeting held on 20th September were agreed one week after distribution in order that they can be displayed in surgeries and on the website. The meeting formally accepted them as an accurate record.

3) Presentation by Hannah Docherty, Matron for Clinical Standards

Hannah is part of a new team looking at patient experience and engagement. Currently her position is not permanent but she is hopeful that by January the roles in the team will be finalised and the team should include a new Chief Nurse and two deputies.

The team is working with other Trusts (Newcastle and Northumberland is a 'buddy' trust) and with a variety of community groups. They are keen to have feedback about patient experience at the hospital and to this end will be hosting events and looking at the feedback that comes



from patients regarding the family and friends questionnaires which are a national mandated test. They are given to all patients whether outpatients or in patients in the hospital. Hannah and her team are keen to be able to contact 'hard to reach group' especially patients from other ethnic groups. Currently they meet at Cosham Baptist Church but realise that this may prevent people travelling from Gosport to attend. Currently feedback is filtered by department but not by the age of the patient and fed back to the relevant departments.

Hannah was aware that they need to be better at celebrating the positive feedback that comes to them.

4. Willow Updates

The Open Day at Waterside for Veterans had a disappointing turnout. Emma told us that Willow has around 2,000 veterans amongst its patients and they are coded as such within the practice. There are numerous veterans associations and it was suggested that Emma contact SAFA. for advice about the way forward here to support this group.

The practice is keen to support carers and are looking at avenues to do this. Young carers are supported at both St Vincent and Bay House and support is also offered by Gosport Voluntary Action.

Andrew (IT) is looking at software to help set up a virtual patient group as this may help the practice make contact with the hard to reach patients. Emma said recently there are considerably fewer negative comments on social media regarding Willow.

There was a discussion about how younger people, especially those with less confidence, communicate with the practice. They often find communication by telephone difficult and this is an area where care navigators need to be aware. Emma has found that the use of private messenger useful for these people.



Emma asked for feedback regarding phone calls from nurses as times cannot always be strictly adhered to and Georgette reported that she had received information about timing of calls that made it clear that a definite time cannot always be given or kept.

Emma spoke about fund raising which was raised briefly at the last meeting. The fund raising would be for an ECG machine. Brenda and Brian were interested in supporting this. Georgette suggest that the practice contact 'brighterway' a charity for Southern Health NHS Foundation Trust. Brenda thought that Groundwork might also be able to help.

The carpark has been repainted and parking spaces are now clearly marked.

The practice will have a QI inspection on Thursday 19th December. As the last inspection was fairly recent and the outcome was good this inspection will take the form of a 2 hour telephone conversation. The rating could change and the practice would know the outcome within a month.

The practice is considering installing blood pressure machines where patients could take their own blood pressure in the waiting area and the results would go be recorded by the practice. The introduction of this could be assisted by patients who could encourage its use. Several member of the committee expressed interest in supporting patients in using this equipment.

Maureen asked Emma if she could arrange a talk at a future meeting from a mental health expert.

5) Feedback from other relevant meetings attended by members.

Marilyn had been at the Locality PPG group in October where there had been a good presentation by Jon Durant regarding the changes in the prescribing of over the counter medicines.



Maureen had been to a NHS Leadership Academy session in London. Graduates are released from their jobs in hospitals/hospices, practices where they are in a managerial capacity for days over a period of two years. This particular group was looking at the emotional aspect of their roles.

6) Terms of reference

The revised terms of reference were accepted.

7) Chairman's matters

Georgette has been on a QI workshop on valuing administration where they had looked at the single point of contact (SPOC) They were using a document which was still in draft form after two years. It had been an extremely interesting week focussing on one procedure.

Georgette spoke about East Hampshire Early intervention in Psychosis Service which is currently based in Havant. It is hoped that this service can be made available in Gosport.

Georgette asked Emma for an update on the QI initiative. Now that the 90 day period was over she felt it was easy to overlook the ongoing process. Emma said that the up to date information would be included in the next letter to patients.

8) Election of vice chairman

Georgette will send all members of the PPG details of this role in the hope that someone will take it on. A decision will be made at the next meeting.

9) A.O.B.

Maureen, who was interested in joining the two Primary Care networks in Gosport as a representative of Willow has heard nothing further from them. Emma said there was a meeting in the near future where Sarah Mclaughlin would be present.

10) Date of next meeting



The date of the next meeting is Friday 13th March 2020 at 10.30 at the Brune Medical Centre.

The meeting closed at 12.30p.m.