



**Notes from the Meeting of the The WillowGroup Patient Participation Group  
on  
2<sup>nd</sup> September 2020**

**Present at Brune**

Emma O'Brien	Operations Manager
Maureen Bell	Patient / Chair
Marilyn Mullen	Patient / Vice Chair

**Present on Zoom**

Leslie Mitchell	Patient
Annette Potter	Patient
Emma Smith	Patient
Meg Hutton Dunton	Patient
Brenda Hadfield	Patient

Apologies were received from Trevor Elliott, Brian Sherman and Dr. Robin Harlow.

Margaret Lawson has left the group to devote more time to surgery signposting.

- Emma will contact Karen Murray as Maureen and Marilyn are still keen to make contact with students from St Vincent College.
- There are 46 members of the virtual group. Some may well be interested in becoming members of the actual group. It was felt that we could do with some new members.
- Maureen Bell has been elected Chair for the next two years and Marilyn Mullen will be Vice Chair. The role of secretary is still unfilled and Marilyn will try to make contact with Avril who may well be abroad.

- Marilyn will do the secretarial role for the time being and it was agreed that these should take the form of notes only.
- SHFT meetings. Emma O'B will find out whether these will be virtual meetings as live meetings are at Tatchbury Mount which is difficult for members to travel to. The meeting dates are 17/9 and 28/10 and Marilyn will attend if it is a virtual meeting.
- Emma will send out details of secret patient. She is keen to know how patients are reacting to attending the surgery etc.
- Meg was interested in the Friends, family and carers group which meets monthly.
- There was a discussion about Klinik with members giving their views on its use. This starts next Monday (7<sup>th</sup> September). Currently blood tests cannot be booked using this but Emma O'B will liaise with the Klinik team to add this before go-live date.
- We discussed the National Patient GP survey. Willow still has poor access by phone and is lower than other practices overall. It was seen as good with regard to our receptionists. An action plan has been developed to support improvement.
- Telephone Access – Maureen asked about the time it was taking to see test results on line. Do they need to be seen by a Doctor before they go on our records.
- Members were asked to look at both our Website and those of other practices as a comparison. Emma is keen to know our views.
- Emma gave us staff updates. A new GP will start this Friday (5<sup>th</sup>) Dr. Sinan Al-Khashab. It is hoped that two of the Doctors from South Africa will be here next month.
- The staffing on the Website is out of date and need to be updated with photos of staff.
- Flu vaccination days start on 12<sup>th</sup> September. These can be booked by phone or online. Patients are encouraged to use the Willow for their flu jabs. Emma S asked if children who are educated at home will be 'picked up'. Emma O to investigate and report back
- Dr. Harlow was not able to be present at the meeting for a PCN update but Emma O.B explained that although Willow is the PCN for Gosport Central there are times when we work with Gosport West PCN . A leg clinic was set up jointly as were diabetes clinics.

- Feedback was given from the recent meeting of the Gosport Locality Group.
- Marilyn was concerned to find out that over 70s will not in future be given appointments for breast screening. It is currently not available via The Spire as the NHS have taken over the facilities there. They will only consider patients with a GP referral. Emma will investigate this.
- The next meeting of the PPG will take place on **21<sup>st</sup> October**. The conference room at Brune can hold 7 members and Zoom link will also be available.