

Minutes of the Meeting of the Willow Group PPG

Held via Zoom on 10th March 2021

Present:

Emma O'Brien, Operations Manager for the Willow Group, Maureen Bell (Chair), Marilyn Mullen (Vice-Chair), Avril Carlton (Secretary), Carol Dixon, Leslie Mitchell, Annette Potter, Dr Harlow

Apologies: Brian Sherman, Karen Murray-Gow, Brenda Hadfield, Emma Smith

1) Welcome

MB welcomed everyone to the meeting and again reminded the group of the need to review and accept the minutes within a week of their circulation so that they can be upload to the website. **Action: All attending**

2) Action Points from last Meeting

- a) **'Unlock Youth Board' Contact:** Dr Harlow confirmed that he has meetings set up with both St Vincent College and Dawn Buck, later this week. **Action: Dr Harlow**
- b) **Community Compass:** This service, currently telephone only, is organised by Community Action Volunteers, and users can self-refer. However, current funding is only to the end of March. Emma confirmed that CC are working closely with the Willow's new Social Prescriber and two new Health and Wellbeing Coaches.

3) CCG Changes Update – next meeting – Action: Dr Harlow

4) Willow Updates

- a) **Vaccines - latest:** EO'B confirmed that Willow are currently about half way through Cohort 6, the 18-64 year olds with underlying health conditions, which, at over 5,000, is the biggest group so far, while the local Mass Vaccination Centres are offering appointments for cohorts 7 and 8. Second doses have also begun for Cohort 1 who received their first vaccine in December. Appointments are organised around vaccine deliveries but a system has been put in place to start providing second dose appointments at the time of the first dose.

Uptake locally has been good – between 89% and 96% achievement across the top 6 priority groups - placing Gosport and Fareham 7th on the Country's list of areas with the highest vaccination rates.

This is an amazing achievement and the Group felt all staff involved should be

congratulated.

- b) **Staffing:** Two of the South African doctors whose arrival has been delayed because of Covid, will now start in June. Two more are due to follow, there has been one withdrawal and advertising continues.

Dr Ali has joined as a locum with a view to becoming a salaried doctor, while Dr Hatton has withdrawn and Dr Sabine Bohmer has now left.

Nurse Practitioner and Prescriber, Kate Jones, has joined the team full time and we have 2 new Care Navigators and a further PA for the Doctors.

- c) **Other:** EO'B explained that while the focus has been on Covid, all other services have remained open.

5) Patient Experience

MB asked about the potential to book advance appointments for such things as regular injections but it was explained that the system did not hold appointments 8 weeks in advance. Patients are told what date their next appointment needs to be and asked to book online or by phone closer the time.

6) Feedback from Other Meetings

Families Carers and Friends Involvement Group: These meetings are not currently going ahead. However, MB reported that BH has been contacted by a Professor from Southampton inviting her to a virtual meeting about Care Pathways, finally confirming that all of Brenda's hard work is finally gaining attention.

- a) **Working in Partnership:** MM explained that the aim of this group was to co-ordinate Patient Participation and ensure that all groups were engaged. At the 24th February meeting there was a strong emphasis on Mental Health, ensuring that views and choices were respected. Brighterway, a charity for Southern Health, is liaising with Friends of Gosport War Memorial in a bid to update and redesign the internal gardens.
- b) **Gosport Locality Meeting:** MB explained that this CCG organised meeting is committed to Patient Involvement and is attended by representatives of various practices in Gosport, plus Southern Health members. However, recent attendance has been poor and the 19th January meeting was short.

At the meeting there was a focus on the pressures being felt within the hospital and ambulance service, many staff, including those within the Fire

and Police Services, having been re-deployed to provide support. Dr Harlow explained that Willow are informed of any patients testing positive for Covid, enabling them to make contact and offer monitoring.

- c) **Primary Care Network:** Gosport Central PCN is made up of the four surgeries within the Willow Group. Dr Harlow chairs these monthly meetings, which aim to provide a full community service, bringing together all agencies

Enhanced Care in Care Homes is up and running with the weekly virtual ward round. Further expansion of this service is being looked at to see how it can work with AVS. palliative/cancer care as well as frailty and housebound patients.

A number of other projects are in progress and this year include:

- Early Cancer Diagnosis
- Pharmacists carrying out Structured Medication Review
- Cardio Vascular Disease
- Improving activities and exercise levels
- Complex pain management
- Asthma

All will be evaluated.

Councillor Raffaelli and others showed interest in liaising to look at resurrecting the Gosport Health and Wellbeing Strategy.

At the 22nd February meeting, the guest speaker, Steve Loe, head of services for Vulnerable Adults, Fareham and SE Hampshire, talked about embarking on the three year programme of work on the planned changes to the Mental Health Service which aim to improve the pathway for patients to gain access to services.

7) Chairman's Matters

MB felt that it would be helpful to increase the membership of PPG and asked current members to bear this in mind when talking to friends and acquaintances.

8) Any Other Business

MM asked when it might be possible to meet to discuss the website. The Government guidelines suggest this will not be before 17th May, so plans can be made at the next meeting, itself chosen in the hope of a traditional meeting.

CD asked about procedures to assist people who were unable to communicate, especially without warning. Several options were advised, including a written instruction to allow another person to act on the patient's behalf.

AP asked about diagnoses included on medical records that a patient may be unaware of and/or which may affect future requests for medical information, such as by an employer. Dr Harlow explained that while all diagnoses are recorded, the process of removing something that was no longer relevant was not always simple. Anyone concerned about their records should contact the surgery.

EO'B reported that, as more vaccines are being administered, more services will be returning to the Stoke Road Surgery.

9) Date of Next Meeting:

Wednesday 19th May – Brune Medical Centre (if permitted) 10:00-11:30.