



Minutes of the Meeting of the Willow Group PPG

Held via Zoom on 6th January 2021

Present:

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

Apologies: Trevor Elliot, Brian Sherman, Karen Murray-Gow

1) Welcome

MB welcomed everyone to the meeting and 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. EO'B confirmed that this was previously agreed and will be complied with in future.

Action: All attending + EO'B

2) Action Points from last Meeting

- a) **CCG Changes:** Due to take effect from April, Dr Harlow was able to confirm that Portsmouth is now also involved and that he is involved in several live, current, projects with positive progress. He is awaiting an update, which will be shared. **Action: Dr Harlow**
- b) **Focussed Messages:** These will be timed to reinforce national campaigns. AC pointed out that the current Covid Vaccination message, shared via Facebook, was not on the Willow Website.
- c) **Willow Group Website:** AC confirmed that the sub-group is 'on hold' until a face to face session is possible, to enable those most confused by the technology to participate. Having researched other websites, national and local, she praised the Willow site for its freshness and initial clarity but recommended viewing portsdowngrouppractice.co.uk site for its clear opportunities for service user feedback and involvement as a good example for future development.

3) Willow Updates

Vaccines - latest: EO'B confirmed that the roll-out had commenced prior to Christmas and the first batch of 975 vaccines have been administered.



Tomorrows delivery will enable the completion of all over 80's, care workers and care home residents this weekend. The next tranche will be the over 75s and housebound. Currently all arrangements are made by telephone but it is hoped that some technical input will enable future contacts to make online appointments.

Brockhurst Closure effects: A total of 1,700 patients have been transferred to the Willow Group and an additional Locum has been engaged. There were initially 20 patients who queried their transfer on the basis of Facebook posts but all were reassured by either the CCG or through phone calls with Dr. Chilvers. There does not appear to be a large uptake in actual contact though that could be because of the holiday season.

EO'B confirmed that since the introduction of Klinik last September, the number of telephone calls received has reduced steadily and significantly, reducing the wait time to an average of 3-4 minutes. The message has recently been updated and improved.

Update on Stoke Road Surgery: MB raised concerns regarding the need for this location, although parking may be difficult, it is close to the poorer areas of town and on a regular bus route. It was explained that the surgery is currently closed to enable safe staffing during the Covid emergency and the building is currently being used by two consulting teams from GWM. Its use will be reviewed, with input from patients and PPG, when the Covid situation changes.

4) Patient Experience

Face to Face Appointments: Dr Harlow confirmed that about 20 percent of Klinik reports result in face to face consultations. Doctors are also able to make forward appointments through the system. Government guidance is provided regarding which services should be prioritised

Surgery Signposters: Funded only to the end of March, they will be replaced by 'Community Compass'. Action: **EO'B will circulate information**

5) Feedback from Other Meetings

Families Carers and Friends Involvement Group: BH attended the last meeting, where she was able to raise the issues regarding lack of care pathways from Southampton University Hospital for Gosport and Fareham



patients. She is optimistic this will be taken forward and is happy to continue to attend the meetings.

Working in Partnership: MM noted that we are on the very eastern edge of Southern Health's area but found the meeting very helpful with regard to future contacts and networking. In particular Larissa Atkins gave a presentation on behalf of 'Unlock' - a Youth Board, which may create an opportunity to involve St Vincent's students. **Action: Dr Harlow to investigate**

MM also noted that two wards at GWM are due to be refurbished and the Minor Injuries Unit upgraded to an Urgent Treatment Unit in June – which, Dr Harlow explained, will then incorporate minor illnesses.

Chairman's Matters

Locality Meeting: MB asked if there were any issues that the Group would like raised at the next meeting. AP asked about Family Carers and it was suggested she consider joining the meeting. **Action: BH and AP**

Any Other Business

E'OB had several positive updates to share:

CQC: A Virtual Inspection was successfully completed in December, with results confirmed within days. The Willow Group has maintained its 'Good' rating. The Group expressed their congratulations.

Staffing: Two South African doctors are expected to arrive in six weeks' time and the practice is liaising with the Agency and Southern Health regarding the Covid effects on travel both internationally and to Manchester, which will be required for identification processes.

A newly qualified Registrar, Dr Hatem will be joining The Willow Group in March.

Also joining the practice, are a Paramedic, an additional Pharmaceutical Technician and two Health and Well Being Coaches with a Social Prescriber to follow.

Interviews are about to take place for an Advanced Nurse Practitioner.



Primary Care Network: MB has been invited to join.

Prescriptions: Is the process for continuing medication, originally prescribed by QA, confusing? Are patients always notified when prescriptions have been sent to the designated Pharmacy? **Action: EO'B**

6) Date of Next Meeting

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