

# **Minutes of the Meeting of the Willow Group PPG**

**Held at Brune on 15<sup>th</sup> September 2021**

## **Present:**

Emma O'Brien, Operations Manager for the Willow Group, Maureen Bell (Chair), Marilyn Mullen (Vice-Chair), Avril Carlton (Secretary), Brenda Hadfield, Leslie Mitchell, Andrew Neal (Willow Webmaster), Emma Smith via Teams, Dr Harlow joined mid-way via Teams

**Apologies:** Trevor Elliot, Ian Smith, Annette Potter, Karen Murray-Gow, Carol Dixon

## **1) Welcome**

MB welcomed everyone to the meeting. She will write to Carol Dixon who having been a long-standing member, tendered her resignation from the Group. EO'B will also write, and include an offer to join the Virtual PPG. She will also contact BS, who previously came with CD, as MM could provide transport. **Action MB and EO'B**

## **2) Action Points from last Meeting**

- a) **St Vincent Student Group Meeting:** KM-G has provided the following update by email: [St Vincent] Student Voice should be up and running after the October break, so I will forward some dates; hopefully, we can arrange our meeting for October. **Action: KM-G**
- b) **Web/Communications Group:** AC confirmed the need to have volunteers with a variety of IT confidence. BS had originally volunteered to be in the Group, EO'B will contact him, as above. Various points regarding the Website were raised and potential gains from small adjustments discussed.

MM and BH are currently reviewing 36 Practice Websites across Gosport, Fareham and Hampshire as part of a CCG project and confirmed that Willow's was among the better ones. **Action: AC to set meeting and confirm members once BS has been contacted.**

There are 47 members of the Virtual PPG with a good diversity. No specific surveys have been carried out yet. It was suggested that the minutes be circulated to them and any comments reported back to meetings. **Action: EO'B to circulate once finalised.**

- c) **Care Pathway from Southampton Hospital:** BH confirmed that she has managed to have a proper conversation with Sandra Spong and, although things are moving slowly, telephone numbers for PO patient support have been passed onto the Southampton Discharge Planner and BH is anticipating

a meeting, with the Planner, to discuss the Pathway. **Action: BH**

- d) **Meeting with Angela Gill of GVA:** MB and MM reported that the meeting was very positive and, although projects are grant funded and therefore time limited, there are lots of them. A list is appended to the minutes. It was agreed that an advert for 2 new members of PPG should be advertised through GVA. **Action: MB**
- e) **School Nurse Provision:** KM-G has provided the following update by email: The consultation on HCC's proposal for the commissioning of the 0-19 service has closed and the outcome will not be known until the end of the year. If the proposal goes ahead, we will not be offering a service to children 12 years and over other than chat health, which does not have the option of face-to-face contact with a school nurse. All digital Increase funding to local authorities to protect the provision of school nurses. Information from Denise Ashcroft Clinical Team Lead, School Nursing.

### 3) Willow Updates

- a) **Statistics**  
EO'B reported that the average weekly contacts in August were 1,800 Klinik and 1,700 phone calls. Although some calls resulted in a Klinik completion, each contact required its own response. These numbers suggest a greater use of online access locally than the 2021 GP Patient Survey reported nationally.
- b) **Plans for 'opening up' going forward:** EO'B confirmed that all surgeries were now fully open during core hours, although access is by bell at Stoke Road when no surgery is in progress.
- Flu jabs are being offered from Saturday, in particular to 60-69 year olds. There is speculation nationally that over 70's may have flu jab and Covid boosters combined, NHS guidance is still awaited although boosters are due to begin next week.
- c) **Staffing:** The two South African GPs are now with the Practice and, once Occupational Health tests have been completed, will be seeing patients under supervision for three months. Two more doctors are due in January.

Dr Lucas is returning and Dr Sarl has returned.

In August, Locums provided 218 sessions, all, except one, work on site. September use is likely to be higher.

An additional Practice Nurse is to be recruited.

#### 4) Patient Experience

- a) MM asked how Nigel Pascoe's report, on Southern Health, circulated by the Working in Partnership group, was being regarded by Willow? Although long, the mention of barriers and defensive language were consistent themes. An easy read version is available here: [england.nhs.uk](http://england.nhs.uk)

MB suggested that the 2021 NHS England GP Patient Survey [gp-patient-survey](http://gp-patient-survey), completed by over 850,000 patients was also worth reviewing, together with the National Association of Patient Participation's survey: [napp.org.uk](http://napp.org.uk). **Action: All for the next meeting**

#### b) Klinik

As before, there were many examples of frustration with the administration of responses, provided by those present.

AN explained that this is a partnership program and any suggested changes have to be proposed and agreed nationally. AC suggested that a proposal be made to increase the length of time given for patients to record their availability, e.g. from one week to three, to remove many of the frustrations of appointments, or calls, being made for times when they were not available, might be popular? **Action: AO'B and AN to consider**

Concerns were raised as to the possible articulacy of those completing Klinik which would have the potential to affect the understanding of their situation by the triage team.

#### c) Pharmacies

MB asked how responsive Pharmacies are to the suggestion that they be the first to provide advice, after self-help as many do not seem to advertise their availability. Dr H explained that appointments can be made with Pharmacies by both 111 and Doctors.

It was felt that older people were more likely to use the service automatically and proposed that the Community Pharmacy Lead be invited to speak at the end of a future meeting. **Action: EO'B**

#### 5) Terms of Reference

No comments have been received regarding the draft copy circulated with the Agenda and the revision was duly accepted. **Action: AC to circulate**

#### 6) Feedback from other meetings

- a) **Locality Meeting** – MB reported that the last meeting was in July when demand for vaccination was still increasing. Workshop on Community Health is ongoing under Population Health Management, as are Data sharing

projects. Her notes from the meeting are appended.

- b) **Primary Care Network** – MB reported that this was cancelled due to ‘Clinical Need’.
- c) **Family, Carers and Friends Involvement Group** – BH reported that the next meeting is tomorrow and that the ‘Carers Booklet’ has gone to print.

## **7) Any Other Business**

- a) ES expressed her appreciation of the support provided by Kevanna. **Action EO’B to pass on**
- b) Dr H explained that work was ongoing to identify areas of need across Hampshire. ‘Data Syrup’ suggests that 5% of patients currently use 25% of appointments.

NHS England Digital Service is piloting technology in response to need, such as weight management and mindfulness.

The Gardening Project is coming together and GVA will be bidding for funding. It will be advertised in the CCG Newsletter and LM suggested using Gosport Globe.

### **Date of Next Meeting:**

**Wednesday 17<sup>th</sup> November – Brune Medical Centre - 10:00-11:30.**