

Minutes of the Meeting of the Willow Group PPG

Held at Brune on 17th November 2021

Present:

Emma O'Brien, Operations Manager for the Willow Group, Maureen Bell (Chair), Marilyn Mullen (Vice-Chair), Avril Carlton (Secretary), Trevor Elliott, Brian Sherman, Ian Smith, Janice Corbett, Brenda Hadfield, Leslie Mitchell, Emma Smith via Teams,

Also from PCN: Nicola Jones, Rachel Hunter and Janie Millerchip (Transformation Project Leader)

Apologies: Dr Harlow, Annette Potter, Karen Murray-Gow

1. **Welcome:** MB welcomed everyone to the meeting and introductions were made.
2. **Speakers:** We have a number of speakers who would be happy to provide information on their projects/services in future. MB suggested that, in future, we hold Speakers Meetings in between our standard business meetings. This idea was enthusiastically accepted, and a programme will be discussed at the January meeting.
3. **Action Points from last Meeting**
 - a. **St Vincent Student Group Meeting:** KM-G has confirmed that St Vincent is still restricted by COVID arrangements. Other youth groups are being considered for canvassing and the use of Survey Monkey was discussed. However, see below regarding Willow contact and Unloc.
 - b. **Virtual PPG:** The minutes of the last meeting were circulated, there have been no responses. The CCG Newsletter will also be shared. EO'B proposed a "Friends of The Willow Group" Facebook page, which will become an extension of the PPG that focuses on health and wellbeing i.e., promotion of our gardening project and choir etc. **Action: EO'B**
 - c. **Advert for New Members:** LM organised an advert in Gosport Globe and MB created one for GVA. There have been no responses to date.

4. **Care Pathways from Southampton Hospital:** BH gave an overview of her 5 years of campaigning to ensure local people being discharged from Southampton were appropriately cared for. She had spoken to many professionals who were horrified but the issue was not progressed sufficiently, until recently. BH joined the Southampton Patient Group and through a Zoom meeting attracted the attention of the person responsible for operation admissions and discharge. He has taken a keen interest, applied for FOI information and will meet with BH again on 2nd December. **Action: BH to update at next meeting**
5. **Web/Communications Group:** AC, and the others attending, confirmed that the meeting was very positive, and that Andrew undertook to mock up screens where the photos of the surgeries are replaced with information and instructions on how to use Klinik and the Website. Information provided in links within the recent CCG Newsletter could be used to update much of the out-of-date information. **Action: AC to contact Andrew – poss. next mtg. 15th Dec.**

6. Willow Updates

a. Statistics

EO'B reported that the total contacts in October were: 8,207 Klinik enquiries and 8,239 phone calls. Up by an average of 250 and 360 per week on summer figures, suggesting the winter pressures were beginning.

Urgent cases are dealt with the same day and Priority within 2-3 days. The average wait for a routine appointment is now 10-14 days (from 6 weeks).

Communication of the stages of contact has been tightened, reflecting comments from the previous PPG meeting. Klinik also now gives the user the opportunity to provide availability over a longer period.

b. Staffing:

The two South African GPs now with the Practice are expected to complete their supervision mid-January. Two more doctors are due to arrive in January.

Two new Practice Nurse have been recruited, one replacement, one additional.

Interviews are in progress for two new Health Care Assistants and adverts are out for a Long Term Condition Nurse and an Advanced Nurse Practitioner.

Three new Community Compass are starting soon.

In answer to a question from IS regarding continuity of care for Cancer Patients, EO'B explained that Dr Deacon is the Palliative Lead GP and Nicola Robinson the Nurse. Cancer reviews comply with the Gold Standard Framework

c. **Other:**

St Vincent: Dr H and EO'B have met with the Principal at St Vincent and a range of co-operative interactions have been discussed. A further meeting is arranged, and it was suggested that an opportunity to canvass students, e.g., via Survey Monkey be raised. Some consideration will need to be given to questions! **Action: EO'B to consider and circulate**

Virtual CCG Inspection: Took place on 4th November – Passed.

7. **Patient Experience:** There were two very positive feedbacks describing prompt and effective responses received. There were still some queries around communication, but these may be individual instances or NHS App issues. Finally, MB raised a general concern regarding older patients who had not been in contact with the surgery for a number of years, although EO'B suggested that over 75's who had not been in touch for two years were being contacted. **Action: E'OB will investigate the instances mentioned.**
8. **Gosport War Memorial Hospital:** MM recently contacted our local MP to ask about the services available at GWM given the inconvenience and inefficiency of local patients travelling to QA and St Mary's for 'minor' consultations and tests. A meeting was arranged for her to visit GWM and she reported 'enthusiasm' for a 'diagnostic role'. However, the Urgent Treatment Centre, due to be opened in June, is not now anticipated until December and could be further delayed.
9. **Feedback from other meetings**
 - a. **Locality Meeting** – MB reported that she had requested that the CCG create a Newsletter, which they did. It was circulated with the agenda for this meeting.
 - b. **Primary Care Network** – MB reported that Cytology uptake has increased since the methods of notification had changed. This has now been rolled out to other areas.
 - c. **Family, Carers and Friends Involvement Group** – BH reported that the current focus was supporting young carers and tackling bullying, both of and by carers. The meetings are increasing to monthly and BH confirmed that she will continue to attend any meeting where the agenda is pertinent to PPG.
 - d. **Population Health Management** – MB attended this meeting about using anonymised data to proactively manage health priorities within communities.
10. **Any Other Business**
 - a. MB expressed our support for staff and the service provided.
 - b. **Date of Next Meeting:**
Wednesday 26th January – Brune Medical Centre - 10:00-11:30.

11. **Developing Young Potential:** Larissa Atkins from UNLOC gave a very interesting overview about the involvement of young people in The Youth Board and their input to actual services for their contemporaries. A copy of her presentation is attached. It is hoped she will return to one of our Speakers Meetings in the future.