



Minutes of the Meeting of the Willow Group PPG

Held at Brune on 26th January 2022

Present:

Emma O'Brien, Operations Manager for the Willow Group, Dr Harlow, Maureen Bell (Chair), Marilyn Mullen (Vice-Chair), Avril Carlton (Secretary), Trevor Elliott, Brian Sherman, Leslie Mitchell, plus Emma Smith and Karen Murray-Gow via Teams

Apologies: Brenda Hadfield, Ian Smith, Janice Corbett and Annette Potter,

1) Action Points from last Meeting

- a) **Friends of Willow Facebook Group:** EO'B confirmed that this is now live and a link was circulated to PPG members yesterday. Emma asked for volunteer administrators. AC, LM and MM expressed their interest, guidance will be required. **Action: EO'B**
 - b) **Care Pathway from Southampton Hospital:** In BH's absence, MB reported the continuing frustration that she was feeling with regard to lack of follow up to her enquiries. In effect, BH's has raised a complaint, which should be dealt with according to the rules. DrH expressed his concern that this was still an outstanding issue and will raise at a meeting with Sandra Spong his afternoon. **Action: DrH**
 - c) **Web Communications Group:** AC and Andrew have provisionally agreed a follow up meeting on 23rd February, 10am at Forton. The previous attendees are available and it was agreed that all would consider 'next steps' to bring to the meeting. In particular, the opportunities for quick updates including using Southern Health's website information. AC will confirm with ANsend a reminder closer to the date. **Action: AC**
- 2) Role of Volunteers:** EO'B and DrH explained the special need for volunteers to meet the high Covid Booster demand in December, as well as ongoing to support the outreach work of the Willow Group. The response to the advert on Facebook was very good. AC asked if the process of volunteers' shift allocation affected staff preference for overtime but there have not been any

issues.

AC also asked about the torturous health check process for what seemed a non-vulnerable role and agreed to show E'OB the details outside of the meeting. **Action: AC and EO'B**

3) Willow Updates

a) Statistics

EO'B reported that in December there were an average of 1900 Klinik contacts and 1900 calls per week. This was actually lower than the autumn months, possibly because of the high incidence of Covid locally.

Urgent cases were dealt with the same day and Priority within 2 weeks. The average wait for a routine appointment was 2-3 weeks but has recently increased to 4 due to staff absence through isolation and illness. There continues to be a significant investment in Locums to maintain this service.

Almost 6,000 Covid vaccinations were given in December. 1,500 of those invited failed to make an appointment, despite reminders. Provision has now been reduced to just one weekend clinic per week.

b) Staffing:

The two South African GPs, Dr Fouche and Dr Voss, have completed their supervision and have settled in well. Dr Joseph is due to arrive in February, beginning his training on 7th, and Dr Kevin in March.

Two additional Care Navigators have been appointed and a Covid Vaccine Champion, funded by HCC has also joined the team.

Willow is currently advertising for three nurses: a Practice Nurse, a Long Term Condition Nurse and an Advanced Practitioner, plus a Pharmacy Technician, a Social Prescriber and two Phlebotomists.

4) Patient Experience:

- a) Gosport Patients' Experience:** Following her report last month, MM asked whether more could be provided locally for Gosport residents through greater use of the War Memorial Hospital. She, and others, gave examples of local patients having to travel to St Mary's and QA for quite routine treatment that could/should be provided locally, e.g. Plaster Removal, pre and post Operation checks, Physio and Covid Testing prior to operations. It is certainly not meeting the CCG requirement for treatment to be provided at an appropriate location for the patient and it is difficult to imagine how those

without easy access to transport manage. It was agreed that it would be useful to have an idea of the numbers of people affected and MM undertook to contact the local MPs office regarding a Freedom of Information Request.

Action: MM

b) Opportunities for Feedback

IS had to send his apologies but supplied details of a recent experience, with permission to share, of concerns he had regarding communication, both within The Willow Group and with QA. DrH has responded directly and will be speaking to IS. EO'B explained the processes, including meetings, used to disseminate information to all 140 staff and the challenges of ensuring everyone, especially new staff, had read and understood all communications. Extra enquiries have been made regarding this particular incident. QA are currently working to address issues regarding information transfer, DrH will report this latest issue. **Action: DrH**

BS reported issues regarding unsuccessful blood tests. The process he described was not as Dr H understood and EO'B will investigate. Also the backlog of tests, caused by the national shortage of vials, should now have been cleared and people recorded on the spreadsheet of cancellations contacted. **Action: E'OB**

ES asked about the timescale for responses to requests for tests and referrals. DrH explained that these were dependant on external current waiting times, which can't be known. AC asked how a patient could check that they hadn't been 'forgotten'? This can be achieved through a 'freetext' Klinik.

5) Feedback from other meetings

- a) **Primary Care Network** – Meetings have been cancelled but DrH reported that meetings with individual Practices had continued and a Gosport PCN Agreement is currently being drafted. Two Physios and two Primary Care Mental Health Workers are being appointed to work across the town.
- b) **Family, Carers and Friends Involvement Group** – Via MB, BH reported that Southampton Hospital's current focus is discharge from hospital for patients with carers (who have often been given other responsibilities) and provision of food, from Food Banks, for those being discharged alone. BH felt the latter could put an unnecessary strain on the Food Banks if adopted universally.
- c) **Community Garden** – This is gaining momentum with links to 'Incredible Edible' and applications for funding and support are being made. DrH is keen

that sensory provision is considered, as well as links to physical wellbeing. MM suggested that an onsite meeting would be useful soon.

- d) **Population Health Management** – Willow has undertaken to focus on patients who have High Blood Pressure recorded in the past but who have not sought treatment or follow-up. The raw data, personalised back at the Practice, is being checked against Patient Records before contact is made.

e) **Any Other Business**

Student Questionnaire: EO'B circulated a list of suggested questions yesterday and thanked those who had provided feedback already. It is intended that the questionnaire be available on line through Survey Monkey and links are available with St Vincent, Bay House and Brune Park for engagement. Offers were made for 'friends and family testing' when ready. AC suggested contacting Larissa Atkins whose presentation after the last meeting suggested she has experience in this area and may be amenable to advise. **Action: EO'B**

- 6) **Future Speakers and Timing:** It was accepted that, due to the Website meeting in February, it may not be possible to organise a speaker until April. **Action: MB**

7) **Date of Next Meeting:**

Wednesday 16th March – Brune Medical Centre - 10:00-11:30.

A list of future meeting dates for 2022 to be issued with the Minutes