

Minutes of the Meeting of the Willow Group PPG

Held at Brune on 18th May 2022

Present:

Emma O'Brien, Operations Manager for the Willow Group, Maureen Bell (Chair), Marilyn Mullen (Vice-Chair), Avril Carlton (Secretary), Leslie Mitchell, Trevor Elliott, Brian Sherman, Carole Hallt,

Apologies: Dr Harlow, Emma Smith

- 1) **The Role of Social Prescribers** – unfortunately Kirsty Bell did not attend.
- 2) **Action Points from last Meeting**
 - a) **Friends of Willow Facebook Group:** 66 members to date, 95% of whom are staff. It was suggested that the site, and its remit, could be advertised on the open, Willow Facebook Group. **Action: EO'B**
 - b) **Web Communications Group:** The most recent meeting was only attended by two PPG representatives. It is fair to say that there is an element of frustration that the issues, identified by volunteers in their own time, are not being addressed. E'OB and MB have undertaken to attend the next meeting, which will be arranged for a Tuesday morning. E'OB will provide suggested dates when both she, Andrew and Rebecca can be available. **Action: EO'B**
 - c) **Gosport Patients' Experience:** Deferred to the next meeting in DrH's absence. **Action: DrH**
 - d) **Student Questionnaire:** KM-G organised further distribution at St Vincent, but this hasn't resulted in any additional responses. Willow's Young Peoples' Champion is now liaising with her contacts at local Secondary Schools. **Action: E'OB**
NB It was noted that the long-awaited opportunity to visit St Vincent will need to take place in the autumn term, with the new cohort.

- e) **Acronym List:** MM has made a start; she will forward to EO'B and DrH for them to suggest relevant additions. **Action: MM**

3) Willow Updates

- a) **Statistics and Staffing:** Emma kindly circulated the statistics prior to the meeting and questions were raised with regard to:

- i) **Phone calls that result in Klinik form completion**

- MB suggested that a separate phone queue could be created for those needing help completing Klinik, or indeed needing an appointment, to maintain a quicker telephone flow for those with quick queries. Relying on self-identification may not work, perhaps more of the potentially quick ones should be diverted? E'OB will consider. **Action EO'B**

- ii) **The different roles and funding relating to Social Prescribers and Surgery Signposters**

- The latter provide guidance on what is available, while the former are healthcare professionals funded by the PCN.

- iii) **The nature of 'concerns'**

- EO'B explained the difference between complaints and concerns, i.e. the former require formal investigation, the latter can generally be dealt with within 24 hours. She also confirmed that where "patients' expectations" were not met, this was often the result of Willow following NICE guidelines, while the patient would prefer flexibility.

- iv) **Staffing**

- EO'B explained that the nurses' clinic plan has been revised to ensure adequate support for new staff whilst ensuring emergency provision for each site. Asked about reasons for vacancies, EO'B explained that exit interviews were always conducted, and that the most recent were created by retirements and promotion.

4) Patient Experience:

Several of those attending had seen the very clear: 'How to use Klinik' video recently available on the Willow Facebook page and recommended that it be available on the Willow Website, so that its use could be further encouraged. **Action" EO'B**

LM reported that she had recently had need to use Klinik and was very pleased with the speed of response.

MB had recently received, and forwarded, a very complimentary email, which identified several staff. EO'B confirmed that this had been passed on.

Patients receiving notification of appointments made by practitioners are not told, in the message sent, which surgery to attend. **AC to forward an example to E'OB.**

5) Feedback from other meetings

- a) **Primary Care Network** – MB's report circulated. Questions raised regarding First Contact Practitioners – how are appointments made for Physiotherapists? **Action EO'B**

Kate Oliver is making progress with the Southampton Pathways issue. MB and BH will be attending a further meeting on 17th June. **Action: MB & BH**

- b) **Community Garden** – There will be an on-site meeting soon. Offers of a free landscaping plan and funding from Better Ways have been received.
- c) **Population Health Management** – No recent meetings.
- d) **Working in Partnership** – due to meet tomorrow, but dates regularly conflict with Locality Meeting.
- e) **Locality Meeting** – MM's report circulated. Message re out-of-date Covid information on practice websites noted. Information re 111 not as per guidance from Southern Health? Public messages need clarification.

- f) **Any Other Business** – nothing further

- 6) Future Speakers and Timing:** It was agreed that Suzanne Pepper, Southern Health Public Governor, be invited to speak at the next, or a future meeting.
Action: MM

- 7) Date of Next Meeting:**
Wednesday 13th July – Brune Medical Centre - 10:00-11:30.

NB Future PPG meetings for 2022 are 14th September and 16th November.