

Minutes of the Meeting of the Willow Group PPG

Held at Brune on 16th March 2022

Present:

Emma O'Brien, Operations Manager for the Willow Group, , Maureen Bell (Chair), Marilyn Mullen (Vice-Chair), Avril Carlton (Secretary), Brenda Hadfield, Janice Corbett Trevor Elliott, Brian Sherman, Carole Hallt (new member)
Kate Oliver, Care and Patient Support Manager, Southern Health, joined via Teams for the first item.

Apologies: Dr Harlow, Ian Smith, Emma Smith, Annette Potter, Leslie Mitchell, Karen Murray-Gow

- 1) Maureen welcomed new member Carole Hallt and speaker, Kate Oliver**
- 2) Care Pathway from Southampton Hospital:** BH provided an update on her dealings with Ross Cahill of UHS and her recent contact with Kate Oliver. Kate explained her role and her determination to take forward Brenda's longstanding battle to ensure that all PO postcode patients of Southampton Hospital receive an Assessment and appropriate Care Pathways on discharge. Kate Oliver will invite Brenda to a meeting with Ross Cahill and others interested parties.
Kate reiterated that her role is a proactive one and she invited anyone with concerns regarding support for Patients and Carers to contact her:
Kate.Oliver@southernhealth.nhs.uk
- 3) Update on Combined PCN –** Rachel Hunter failed to attend, MB reported from the latest PCN minutes and EO'B confirmed that all Gosport surgeries would be working together for Gosport, from 1st April.
- 4) Action Points from last Meeting**
 - a) **Friends of Willow Facebook Group:** Designed as an extension to the main Willow Facebook Page, to promote health and wellbeing, projects, surveys, etc. The page is active but guidance is still required for volunteers to administer. **Action: EO'B**
 - b) **Web Communications Group:** The group met on 23rd February, and discussed a wide range of points and potential corrections/clarifications.

These have not yet been implemented. It is proposed to meet again in April and to include Rebecca Ramage who is responsible for Klinik. **Action: AC**

- c) **Gosport Patients' Experience:** MM's enquiries have resulted in a list of clinics held at GWM being provided but these are all Portsmouth University. DrH has undertaken to make enquiries as to St Mary's to offer outreach.

Action: DrH

- d) **Student Questionnaire:** KM-G has organised the distribution of the young persons' online questionnaire to Willow patients at St Vincent. 21 responses have been completed so far, some with very high incidences of contact. Bay House and Bridgemary have also expressed an interest. Brune Park can also be approached. **Action: E'OB**

5) Willow Updates

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

i) **The large increase in the number of phone calls**

It is apparent that more analysis could be helpful and it was suggested that some, short term, manual recording of the nature of calls could be useful in ascertaining whether a particular issue was causing them.

ii) **Staff sickness**

This is as a result of continuing Covid infection of staff and their children.

iii) **Staff turnover**

EO'B reported that nurses in particular seemed to be leaving local practice for hospital appointments. Three locum nurses are due to begin a trial at Willow.

6) Patient Experience:

AC raised a concern about 111's reaction to a call about a very minor injury, resolved with glue and 2 stitches at GWM, when the patient who declined an ambulance was asked if he was 'refusing treatment'. MM offered to raise at the next Locality Meeting. **Action" MM**

BH asked about progress in Continuity of Care. EO'B confirmed this was a challenging issue which was still in progress.

TE reported that he had witnessed an angry patient complaining that, having worked his way down the phone call, he was cut off close to being answered. This was an issue with some phone providers a couple of years ago but seem to have been resolved. Willow can track calls to see what happened to them

if the details; number and time of call, are reported to them.

7) **Feedback from other meetings**

- a) **Primary Care Network** – See above re the formation of the Joint PCN.
- b) **Family, Carers and Friends Involvement Group** – BH reported that a Southern Health now have a system in place to ensure Hospital, Patient or Patients family work closely with the Carer so that they are aware of the patient's progress. BH has asked Kate Oliver to confirm that this process includes patients from the PO postcode area.
- c) **Community Garden** – There is an 'open afternoon' tomorrow which MM will attend. She will raise the prospect of approaching Brighter Ways and Groundworks for support in planning and laying out the garden, which is still currently untouched.
- 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**
MM offered to start an Acronym list! **Action: MM**

EO'B reported that new, advanced BP and health check machines were being installed in the surgeries. PPG members will be invited to 'test' them.

- 8) **Future Speakers and Timing:** After much deliberation, and using Kate Oliver's contribution today, it was agreed that a speaker could be invited to give a short presentation, via Teams, at the beginning of future meetings.

This not only ensures maximum participation from the group but, as there is no intention to extend the meeting past 90 minutes means that timings will need to be carefully controlled.

AC has offered to circulate any statistics, notes, minutes of other meetings, etc. with the Agenda, as long as they are supplied to her at least a week in advance of the next PPG meeting.

It was agreed that for the next meeting, EO'B will see if a pharmacist is available. **Action: EO'B**

- 9) **Date of Next Meeting:**
Wednesday 18^h May – Brune Medical Centre - 10:00-11:30.