

Minutes of the Meeting of the Willow Group PPG

Held at Brune on 19th January 2023

Present:

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

Apologies: None received

1) Willow Updates

- a) Emma explained the reason for the meeting change date, which was to ensure that the news regarding the request from Gosport Medical Centre to merge with The Willow Group was communicated to staff appropriately, before becoming public.

Information explaining the request and proposed changes were shared and discussed and questions raised, including the effect on the already notified closure of Bury Road Surgery. Both changes are due to happen at the end of March this year.

2) Action Points from last meeting (not carried forward)

- a) **Case Study for Jonathan Smith** – MM confirmed that this had been provided and shared the response she had received. See appendix. There was discussion around this: obstacles relating to Patient Experience seem to relate to the contracting of Private Providers, such as St Mary's, which while offering earlier treatment is not necessarily geographically convenient.
- b) **NAPP Membership** – This is now confirmed. Eleven PPG members can have access the online site. Current attendees will be offered the option of a log in, but some will be held back for the anticipated increase in the PPG membership following the upcoming merger. **Action: EO'B**
- c) **Statistics Software:** Emma shared the latest Apex prior to the meeting and its detailed contents were discussed. There are still a disappointing number of missed appointments and work is being undertaken to identify themes, groups, etc and create a workstream to tackle them. **Action: EO'B**
- d) **General:**
NB EO'B had previously circulated the latest statistics as follows:

Phone/Klinik Statistics

We received 8144 (approx 2036 per week) Klinik contacts in December (348 fewer than October). We received 9394 (approx 2348 per week) telephone contacts in December (955 fewer than October). The seemingly reduced demand could be in recognition of the rise in Strep A/Scarlet fever queries across the healthcare system from mid-December. This resulted in switching to urgent care only, and social media and answerphone updates advising patients to only contact us with an urgent matter. All routine options on Klinik were removed.

Same Day need still being dealt with on the day. Priority GP appointments currently at a 1 to 2 week wait. However, GP routine appointments are at 6 to 7 week wait. This is a knock on effect from December, and now dealing with the "routine" backlog. We have secured an additional 169 GP appointments per week via our PUSH DR contract (GP video consultations).

Recruitment

Full-time Practice Nurse recruited.

Adverts out for :-

GPs
Long term condition Nurse
Advance Nurse Practitioner
GP assistants

Governance

Our Friends and Family recommendations currently sits at 93% (patients who would recommend us as a Practice). We received 438 compliments in December.

Patient Experience: No items were raised.

3) Feedback from other meetings

- a) **Primary Care Network** – Notes were supplied with the Agenda. MB drew attention to the items relating to space and funding. In particular the GVA loss of GBC grant will create extra work bidding for other monies.
- b) **Working in Partnership** – MM will attend next week.
- c) **Locality Meeting** – MM reported that Dr Ros Severn's input regarding resources was especially informative.

4) Any Other Business

- a) DrH confirmed that the Community Garden is 'taking off' with fencing and raised beds added and some therapeutic use beginning. The Landlord of Brune has expressed interest in a similar venture. LM confirmed that an article had been included in The Globe.
- b) AC expressed concern as to how patients would be informed of the upcoming Merger. EO'B confirmed that the NHS Comms Team will be handling this.
- c) EO'B will invite Alastair Treacy to talk at the next meeting. **Action: EO'B**
- d) BS felt, and the meeting agreed, that the improvements made by The Willow Group since the Quality Improvement Initiative (June 2019) should be acknowledged and DrH requested that this be conveyed to all staff, initially through an open letter from the PPG. **Action: MB**

5) Date of Next Meeting: NB New time

Wednesday 15^h March – Brune Medical Centre – 2:00pm -3:30pm.

Future meeting dates: May 17, July 19, Sep 13, and Nov 15.

Appendix - Case Study for Jonathan Smith report from MM

After our last meeting as agreed I forwarded Jonathan details of my particular case study re after care at St Marys.

Jonathan had referred my case to Ted Mollart – Associate Director of Planned care and his reply was interesting although some of it I didn't understand and hope that Emma or Robin can help me.

'In terms of the longer-term aspirations for the St Marys site this is being worked through as part of the ICB green pathways group. The aim is to determine how we use our green sites in a joined-up way across the patch and create equality of access for all patients whilst addressing the challenges our patients have with long waits etc. patient access and reduction of follow-ups is both the target and a solution. This work has to conclude relatively soon in order to meet some of our contracting timetable with the existing service so can keep you posted if interested.

We would need to understand the patient's pathway before making too many value judgements. I've copied in Rachel (Papanicolaou) and Denise (Perry) who are much closer to the PPG contract than I am. Could we look into PPG's follow up rate in a similar way that we did with Spire, might be interesting to see what it is by procedure.

With regard to patients being followed up by their GP practice I would need to defer to a clinician as to whether or not that was appropriate. The other aspect will be whether the practices feel that this is work they should be undertaking. I would be mindful of undertaking a pathway change given the ongoing discussions around workload shift but happy to talk more if primary care were on board.

On looking through some ancient paperwork I can across details of a presentation I attended at the Fernham Hall in March 2014 by Richard Samuel who was then the Chief Officer of Gosport and Fareham CCG. He set out the CCG's vision for the next 5 years (2019 before Covid) covering Primary Care, Community Care and Urgent Care. He admitted there were deficiencies in the state of all three of these areas and the vision clearly showed what we might expect in five years' time.

He particularly highlighted the need for greater integration of service providers with people having a much greater choice about their own care in their own homes.

The PPG response to this was that we welcomed the proposed improvements but did have some reservations about how some improvements were to be achieved. e.g. currently there is difficulty in recruiting GPs but the future state in the vision statement shows GPs at the heart of integrated teams providing continuity of care.