

**Minutes of the Patient Participation Group of the Willow Group held on  
17 May 2023 at Brune Medical Centre**

Present:

Emma O'Brien Operations Manager for the Willow Group, Fiona Holling Operations Manager, Dr Robin Harlow (for part of the meeting) Maureen Bell (Chair) Marilyn Mullen (Vice Chair) Leslie Mitchell, Brian Sherman, Brenda Hadfield, Lyndsay McLees, Jean Watson, Fee Hamilton, Richard Burn, Alan Higgins, Philip E Carter

Apologies: Emma Smith, Avril Carlton.

1. Maureen Bell welcomed everyone to the meeting, especially the new members from Gosport Medical Centre PPG.
2. All members present gave a brief introduction of their background and interest in the PPG.
3. Maureen Bell gave a short history of the Willow Group
4. Action points from the last meeting.
  - a. Thanks were given to Leslie Mitchell for the Gosport Globe feature.
  - b. Reminders had been given to staff re background noise in open offices and headsets to eliminate background noise have been provided.
5. Willow updates- Emma talked through her updates giving number of Klinik referrals and telephone calls. The Klinik referral system was discussed, and confirmation given that it is available from 7 am - 6.30 pm on weekdays. The Triage system was explained.

The Patient Engagement events to be held at 4 pm and 5.15 this evening were discussed. There will be a presentation focussing on patient questions with the opportunity to speak to various teams from the Practice.

This is Blood Pressure awareness week and patients are being encouraged to use the facility. Members had seen this in action before the meeting.

6. Emma explained how keen the Practice is to hear about patient experience, members were encouraged to e mail her with their experiences.

## 7. External Meetings

- a. Brian gave very positive feedback from the Older Persons Forum meeting which had been led by Fiona.
- b. PCN Primary Care Network - Lyndsay and Maureen both attend these meetings.
- c. Working in Partnership. Marilyn explained that this Southern Health Committee is comprised of the various different elements of Southern Health and as the only GP practice we keen to see that our profile within the group is raised. The next meeting is 18<sup>th</sup> May.
- d. Brenda gave an outline of the ongoing issue with the Southampton Pathway which hopefully will ensure that patients in Southampton hospitals who have a P O postcode receive after care treatment. She feels we are close to success with this long running concern.
- e. Marilyn explained how the Forton Garden is progressing and the successful Bank Holiday event which was well attended despite the weather. It is hoped that a further garden is to be developed at Brune.

## 8. Any other business.

Richard raised an issue about review dates on patient's prescriptions.

His review date was for 2009. This was confirmed as a Gosport Medical Centre (pre-Willow) issue. However Fiona took the details to investigate to ensure this is now corrected.

Janie Millerchip is undertaking some work on 'do not attend' patients and Alan Higgins had agreed to work with her as patient representative.

9. The date of the next meeting is 19<sup>th</sup> July at 2pm. Future meetings for this year are 13<sup>th</sup> September and 15<sup>th</sup> November.

The meeting closed at 2.30 pm