

Minutes of the Patient Participation Group of the Willow Group held on 19.7.23 at Brune Medical Centre.

Present:

Maureen Bell (Chair) Marilyn Mullen (vice-chair and minutes) Emma O'Brien (Operations Manager for the Willow Group) Fiona Holling (Operations Manager) Jean Watson, Fee Hamilton, Lyndsay McLees, Richard Burn, Brian Sherman, Leslie Mitchell, Alan Higgins.

Apologies

Brenda Hadfield, Philip Carter, Emma Smith and Avril Carlton.
Also Lucy Oakley from the Patient and Public Engagement team who will now join us at a later meeting.

1. Maureen welcomed everyone to the meeting and introduced Adrian Frederico (via Zoom).

Adrian who has been one of the Willow Group Pharmacists since 2016, outlined his role and that of the pharmacy team. He answered questions from the group. He was questioned about whether the patient should be proactive with regard to dates on prescriptions for reviews. This was discussed further during any other business, and it was agreed that the website should be clear about this.

2. There was a short discussion about the patient engagement events held for patients who had previously been with the Gosport Medical Centre. It was felt that they had been successful.

3. Emma talked through her written report to the group (copied in below) and it was noticed that the number of telephone calls received for filling in Klinik forms had increased considerably. The question of a dedicated line for such patients was discussed and it is hoped that this can be achieved.

“Phone/Klinik Statistics

We received 10,615 Klinik contacts in June 2023, (11,001 in May 2023). This is approximately 3000 more kliniks than we received pre-merge (lower than would be expected as we work at GMC being one third of Willow). 19% of the total Klinik contacts received were via the Care Navigator completing the Klinik on the patient's behalf. This is the same percentage as June 2022 pre-merge.

We received 13,930 telephone contacts in June 2023, (15,875 in May 2023). Pre-merge, our monthly average phone calls were 9200. This is a 63% increase in phone call for a 33% increase in patients. (and possibly a reflection of GMC patients telephoning rather than utilising Klinik).

Same Day need is still being dealt with on the day, along with "72 hour appointments" for symptoms not needed to be seen on the same day but are a priority to be seen within 3 days. The wait time for a routine GP appointment is currently at 7 weeks.

Average telephone queue time was 6 minutes in June 2023.

Governance

We received 3 formal complaints in Quarter 1 23/24 (1 April 2023 to 30 June 2023) April. 2 were partially upheld and 1 was not upheld.

We received 192 concerns (90 more than Quarter 4 22/23 - pre merge). Themes being Gosport Medical Centre merge (some element of patient expectation) and prescription delays. Our repeat prescription requests have increased from 800 to 1200 per day following merge. Dr David Chilvers is undertaking audit work to streamline this process.

We are delighted to have received 2559 compliments during Quarter 1 23/34 and our Friends and Family survey currently stands at 97.2% would recommend us! 😊"

There was a discussion about the complaints procedure in the Practice and Emma told the group the difference between a concern and a complaint and how a complaint is handled. There are benefits from being able to use Southern Health to support the procedure. The guidelines from NICE are used.

There was also a discussion about abuse that some staff suffered particularly on the telephone and at reception.

It is hoped that Robin will be able to talk about the new model of care at the next meeting.

4. A question about the website was raised as there is no photograph of the old GMC premises and some other items are out of date. The website group has not met for several months and it was felt that a meeting should be held with Andrew to look in depth at the site. Emma will arrange this and either she or Fiona will be present .

5. The question of the difficulty of transport for some people to the practices was raised by several GMP patients at the patient engagement

events. Public transport in the town is poor with many areas such as parts of Alverstoke having no public transport. There are new transport plans ahead in the town to fit in with the revised bus station. Fiona will speak to Gosport Voluntary Action to see if anything is available but this seems unlikely as their funding has been removed.

6 N.A.P.P.membership was discussed and members were asked if they wanted to receive the newsletter.

7. There was no feedback from other meetings. WIP will be meeting in September. Alan Higgins has been in contact with Janie Millerchip regarding the work of d.n.a. (did not attend)

8 Fiona spoke about the work the practice has been undertaking to ensure it is Autistic friendly.

9. Emma asked for the group's views on group meetings for patients who suffer from e.g. diabetes, asthma. There was a discussion about the pros and cons of this approach. The overall feeling was that this is a very good initiative and the group were keen for a pilot to commence.

A question was asked about the definition of roles in the practice e.g. what is a clinician? It was felt that it would be useful when looking at the website to include some information about roles within the practice.

There was a discussion about how the PPG can successfully communicate with patients and vice versa. Emma suggested that the regular newsletter should contain a section from the PPG.

10 Date of future meetings for 2023 - September 13th and November 15th both at 2p.m. at Brune Medical Centre.