

Minutes of the Meeting of the Willow Group PPG

Held at Brune on 15th March 2023

Present:

Fiona Holling, Operations Lead 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: Emma O'Brien, Emma Smith, Jean Watson, Lyndsay McLees

1) Social Prescribers

Alistair Treacy was unable to attend but two Social Prescribers, Michelle and Sue provided an interesting overview of their roles. Individuals can be referred by a professional, organisation or by self-referral with a view to addressing social issues to improve wellbeing. The Prescribers are aim to enable, encourage and provide support in order to meet individual needs.

- a) MB asked how effectiveness was evaluated and it was agreed that this needs to be formalised.
- b) LM offered to include a feature in the Gosport Globe. This will need to be arranged via the Communications Team via E'OB.

Actions re a) and b): E'OB initially

2) Action Points from last meeting (not on Agenda)

- a) **Community Garden** – MM reported on the positive progress being made and how tasks are being co-ordinated by Emma to meet the agreed plan. The project is active every Thursday 10:30-12:00 and the second Sunday of each month from 10:00-12:00. DrH reported that there are now 20+ volunteers 'on the list' and that a report was being written for the Queens Nursing Institute who had provided some funding over the past year.
- b) **Open Letter** – DrH and FH confirmed that the letter had been received and that EO'B had shared it with all staff.

3) Willow Updates

- 4) **Merger** – Dr H explained that this is a work in progress, with business continuing as usual. Systems will be merged on 21st April.

5) Willow Statistics as circulated in advance by EO'B

- a) **Statistics Software** – there was some discussion around the categorisation of missed appointments. Drop-in sessions for wound dressing, etc are being provided for a few patients for whom regular appointments have proven difficult.

The 'cancel appointment' option on the phone line, and in Messages, was discussed. An option to request an alternative time really needs to be given.

b) Phone/Klinik Statistics

We received 7208 Klinik contacts in February, (7426 in February 2022).

We received 8511 telephone contacts in February, (8723 telephone contacts in February 2022).

Both are a reduction on October and December 2022 stats.

Same Day need still being dealt with on the day. The maximum wait time for a routine GP appointment was at 4 weeks, and 3 weeks for a priority GP appointment.

Average telephone queue time was 8.25 minutes (10.55 minutes in February 2022)

c) Recruitment

Eilise Voller - Practice Nurse started on the 06.03.2023.

3 new Care Navigators

Our HCA/Student Nurse has passed her nursing exams and is now qualified nurse.

Adverts out for:

GPs - International GP working through process to meet requirements to relocate

Long term condition Nurse - 1 potential interview candidate

Advance Nurse Practitioner - no applicants. Will go back out to advert

Nurse Associate - 4 potential applicants

GP assistants - advert closes next week

d) Governance

We did not receive any formal complaints in February. However, we did receive 9 upheld concerns, with the theme being communication around the Klinik process. We are currently undertaking a further Quality Improvement review with regards to our Klinik process. Communication following a Klinik submission has already been improved.

We are delighted to have received 438 compliments and our Friends and Family survey currently stands at 92% would recommend us.

6) Patient Experiences?

BH reported issues with delayed prescriptions, DrH confirmed that there had been some issues in signing off the circa 1,000 prescriptions that are being generated each day!

AC passed on a report about background noise intrusion during a telephone call. The patient was advised to report it formally so that the actual incident could be identified. FH suggested that a general reminder be given to staff working in the large rooms where calls are taken. **Action: EO'B**

MB had been asked by a patient of GMC how their chronic condition would be managed after the merger. DrH confirmed that the staff from GMC would be integrated with the Willow Teams and service provision would be continuous.

7) Discussion re PPG arrangements going forward

MB has met with the Chair and Vice Chair of GMC PPG, which has now held its final meeting. Both were invited to today's meeting but were unable to attend. Four other prior members have expressed their desire to join us and it was agreed that they would be invited to the May meeting. (No speaker will enable a little extra time.) MB will write to them confirming this, and welcoming them ahead of the Agenda being issued. **Action: MB**

It was noted that there are a few items within the GMC Terms of Reference, e.g. regarding attendance and signed agreements, that we may wish to consider adopting when our own ToR are due for revision in September.

8) Feedback from other meetings

- a) **Fareham, Gosport & SE Hants Locality Meeting** – MB, MM and BH attended and all reported interest in the difference between the various surgeries represented. Patients' abuse of staff was mentioned and feedback needed for the next meeting. FH discussed how situations are handled, and staff supported, both for telephone calls and within the surgeries, with more senior staff stepping in. It was confirmed that only a small number of instances led to further action being required.
- b) **Locality Meeting** – MB reported that the focus of 'Improving Health in Middle Years' had a Health and Wellbeing focus rather than a medical one.

9) Any Other Business

- a) AC asked about the blood pressure machine in the waiting room, having experienced difficulty in using it. It was agreed that the instructions needed to be reviewed as its programme had been changed.
- b) BH confirmed that there is ongoing progress, albeit slow, with the Southampton Pathways.
- c) Members are invited to attend the Patient Engagement Event at the Thorngate Hall on 28th March from 4-7pm, to represent PPG and generally to support The Willow Group staff. All patients of both GMC and The Willow Group will be invited.

10) Date of Next Meeting:

Wednesday 17th May – Brune Medical Centre – 2:00pm -3:30pm.

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