



Minutes of the Patient Participation Group of the Willow Group held on 13.9.23 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) Fee Hamilton, Lyndsay McLees, Richard Burn, Brian Sherman, Leslie Mitchell, Alan Higgins, Brenda Hadfield and Philip Carter. Emma Smith joined us via Zoom

Apologies

Jean Watson. Dr Robin Harlow is on annual leave.

1. Maureen read Avril Carlton's letter resigning from the group. She hopes to join the virtual group in future. Everyone was grateful for Avril's work as secretary and for her knowledge and enthusiasm.
2. Action points arising from the meeting held on 19th July 2023.
 - a. Dr Harlow is on annual leave so was unable to speak about the new model of care.
 - b. The photograph of Gosport Medical Centre is now on the website.
 - c. Gosport GVA run a voluntary car service for those patients who do not qualify for NHS Patient Transport. Posters will be put up in the surgeries.
 - d. The group meetings discussed at the last meeting are about to be set up with initial group for those with pre Diabetes and Hypertension. Invitations will be sent out soon.
 - e. It is proposed to include definitions of roles on the Willow website.
3. **Willow update - Emma O'Brien.**

There was a discussion about the information given to the group regarding wait times for appointments, wait times on the phone and figures for Klinik referrals. It is hoped that there will be a dedicated person able to complete Klinik forms to ensure that phone waiting time is kept as low as possible. A question was raised regarding the work on 'did not attend' patients but this has not yet started. A member of the group has tried to contact the leading person on this but without success. Fiona will follow this up.

There was also a discussion regarding the length of time a prescription can be given for. This is usually for 2 months which leads to a heavy workload for a GP who from 11th October will spend each day solely on sick notes and prescriptions. Dr Harlow will be looking at the possibility of longer term prescriptions for some medication that is unlikely to change.

4. Patient Experience.

There was feedback from several members of the group praising the speed with which urgent cases are dealt with. It was mentioned that some Willow patients not previously with GMC were surprised to find they had to pay to park when attending GMC. LM told the meeting that when this was introduced, they had tried very hard to get free parking but the land around the GWM hospital is not owned by the NHS.

5. Draft Constitution.

Due to lengthy discussions on other matters this will be held over until the November meeting.

6. Feedback from other meetings

a. Website - a meeting of the website group was held on 6th September and was very valuable in that 14 items (7 on Klinik and 7 on the group website) were highlighted. RB has agreed to continue to monitor the website and regular meetings will be held. The website will be an item on every Agenda.

b. Gosport Health Stakeholder Network

Maureen attended this meeting on 4th September. It is a new network involving local voluntary sector groups. It seems likely that this group is replacing the PCN. (Primary Care Network) which appears to have been dissolved.

c. and d. Marilyn was involved in the making of a video to be shown at the Southern Health AGM In October. She reported that it was an interesting morning and that the Forton Garden looked wonderful. Emma has agreed to circulate the video to group members.

7. It was suggested that members of staff start our meetings off by describing their role within the practice. A care navigator would thought to be a good introduction.

8. AOB Brenda spoke about the likely conclusion of several years work on her part with support from Maureen to ensure that there is a pathway for support for Gosport patients who are in University Hospital, Southampton. There has been no pathway until now. A document 'Leaving hospital with a new plan for your care' will hopefully be approved in the very near future.

9. The next meeting of the PPG will take place on 15th November at 2p.m. at Brune Medical Centre.