



## Minutes of the Patient Participation Group held on the 15<sup>th</sup> November 2023 at Brune Medical Centre

**Present:** Maureen Bell (Chair) Dr Robin Harlow (Willow Group) Marilyn Mullen (vice chair) Emma O'Brien (Willow Group) Fiona Holling (Willow Group) Kerry Hargreaves (Nurse Practitioner and Lead Nurse) Fee Hamilton, Lyndsay McLees, Richard Burn, Brian Sherman, Jean Watson, Leslie Mitchell, Alan Higgins (Minutes), Brenda Hadfield and Philip Carter

1. The Chair welcomed all to the meeting. There was one apology, Emma Smith
2. Care Navigator, Alison Jones, gave a presentation on her role and answered questions. There are 36 Care Navigators (20 at any one time) and their primary roles are to cover the phones and reception, administration such as booking appointments and supporting clinics, and helping patients with their Klinik forms (about 20% of the forms done over the phone).
3. The minutes of the meeting on 13<sup>th</sup> September 2023 were accepted. Emma Smith had asked to be removed as attending due to problems with the Zoom technology.
4. **Action points from the meeting held on 13<sup>th</sup> September 2023**
  - a. Robin explained the new model of care, he was hoping to introduce in a few months, where patients would be given a red, amber, or green rating. The patients with complex needs would be in Red and Amber groupings to be under the consistent care of an individual GP and supporting team
  - b. Volunteer car services poster placed in surgeries – the apparent absence of wheelchair provision was raised – **Fiona to follow up**
  - c. Invitations to group meetings for patients – consultations meetings going well but Jean raised the issue of patient confidentiality which she was very unhappy about having attended a meeting. **Emma to follow up**
  - d. Meeting re DNA - still no contact with either Alan or Fiona. **Robin to follow up**
  - e. Longer term prescriptions – **Robin** will be looking at how the prescribing of drugs could be divided into groups with allotted timescales – controlled drugs (28 days), majority (56 days), and long term (a year) for those with stable conditions. How system would work, and medical review built in still under consideration.

- f. It was noted that the Southern and Solent will become Hampshire Community Trust from April 2024. There will be a need for patient reps when the meetings go on line after that date.

## **5. Willow update (E. O'B)**

### **Phone/Klinik Statistics**

We received 11389 Klinik contacts in October 2023 (10,469 Klinik contacts in August 2023, 10,615 in June 2023). This is 2897 (25%) more kliniks than we received pre-merge in October 2022. 20% of the total Klinik contacts received were via the Care Navigator completing the Klinik on the patient's behalf (2% lower than August 2023).

We received 14494 telephone contacts in October 2023 (13,477 telephone contacts in August 2023, and 13,930 in June 2023). Pre-merge, our October 2022 phone calls were 10349. This is a 28% increase in phone calls, slightly less than expected for a 33% increase in patients, but consistent with the 28% increase in our August phone stats.

Same Day need is still being dealt with on the day. The wait time for a routine GP appointment has reduced vastly from 9 weeks to 2 weeks.

### **Recruitment**

- 1 x GP (3 days per week)
- 1 x Full-time Prescription Clerk
- 1 x Full-time Care Navigators

### **Governance**

We received 74 concerns in October 2023 (down 24 from August) of which 19 were upheld. On this occasion there were no particular themes. The introduction of a dedicated GP each day to review pathology results is proving successful, with both the reduction in GP appointment wait time and releasing some capacity to the other GPs to sign off prescriptions and sick notes.

We received 34 written compliments and 1104 positive Friends and Families Survey comments.

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**Discussion** – There had been a substantial improvement in GP appointment times from 9 weeks to 2 weeks although the aim was for 4 weeks due to financial pressures. A new GP had started the previous day. It was noted that the population was going down and so were numbers of children at school. General - in response to a query it was noted that there was a rotation of GP's providing Pathology result assessment.

## **6. Patient Experience – a number of issues were raised:**

- a. Flu vaccinations very quick and efficient

- b. The door to the Phlebotomy room was being kept open whilst blood samples being taken - should be closed.
- c. Some people still having problems with Klinik but Care Navigators available to assist
- d. It was advised that blood test appointments can be made in person at any of the five surgeries. It was suggested that patients could be advised of this when requested to make an appointment for a blood test appointment. – **Emma to follow up**

## 7. Draft Terms of Reference

- a. Suggested amendment – ‘Members of the PPG should be any registered person over the age of 18’. Previous attempts to have a young person attend had been unproductive – it was felt a young person’s viewpoint would be useful – **Emma to follow up with Schools Trust and St Vincent Marilyn** at a future meeting with the Lead for the school group to raise the difficulty we were experiencing in meeting with them and that we were keen to work collaboratively with them
- b. Suggested amendment – ‘All participants to sign a confidentiality agreement’  
Revised Terms of Reference to be brought to the next meeting for approval (**MB**)

- 8. **Website** – Richard had met with the staff responsible to discuss. A pop up on the Klinik form will be removed at some point. More information to be added re self-care. Another meeting in the New Year.

## 9. Feedback from other meetings

- a. Southampton Pathway - Brenda reported that after 6 years of efforts, the Southampton After Care Pathway had finally been approved.
- b. Working in Partnership – Marilyn had met in October and the next meeting would be in December – the meeting had discussed the Southern and Solent PCN merger and the after-care initiative. It was suggested that Kate Oliver, the Care and Support Manager be invited to the next meeting (**MB**)
- c. PPG Forum – the minutes had been circulated. Only 8 PPGs attended in spite of the 30 or so members. Emsworth reported on their open days, recruitment, and regular meetings on medical issues.
- d. Garden – looks very good and being used for a range of activities.

## 10. A.O.B

- a. Jean requested that the Chair sit where she could be seen by all to facilitate hearing.
- b. Kerry Hargreaves (Nurse Practitioner and Nurse Lead for Nursing and Governance) thanked the group for allowing her to sit in

c. Richard noted that there had been occasions when the online consultation system had been overwhelmed. This was felt to be very rare and if there was an emergency patient should ring.

**11.. Date of next meetings**

January 17<sup>th</sup> 2024

March 20<sup>th</sup> 2024

May 22<sup>nd</sup> 2024

July 17<sup>th</sup> 2024

September 25<sup>th</sup> 2024

November 20<sup>th</sup> 2024