

# Westlands Patient Group Meeting Minutes

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| <b>Date of Meeting</b> | Wednesday, 27 <sup>th</sup> November 2019  |
| <b>Start Time</b>      | 1730 hours   |
| <b>End Time</b>        | 1915 hours   |
| <b>Venue</b>           | Westlands Medical Centre Meeting Room  |
| <b>Attendees</b>       | Sue Martin (Chair, SM), Bob Bloomfield, Ann Waudby, Elizabeth Howkins, Lucie Oakey, (LO) Amanda Craig, Emmaclair Isherwood, Geraldine Smith, Diane Moore (Westlands Operations Manager, DM), Jackie Dalby ( Finance Manager, JD), Vicky Windebank (Senior Nurse) |
| <b>Apologies</b>       | Dr Emma Nash, Gail Stewart-Bye, Diane Smith has resigned   |

| Item for discussion   |       | Notes/Action agreed   |
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| <b>Welcome, apologies and introductions</b>                     | SM,DM | Sue told us that Stephen Dawson has expressed an interest in joining our group but couldn't attend this meeting.  |
| <b>Matters arising from previous minutes</b>                    | SM    | Sue, Vicky and Diane expressed their thanks to everyone who helped at the flu clinics.<br>The project to be spearheaded by the CAB is no longer going ahead.  |
| <b>Practice news</b>  |       |   |
| Staff update  | DM    | Caroline Sutherland has been appointed as a Practice Nurse; Victoria Chaffer a Health Care Support Worker; (HCSW) and Theresa Maggs-Hardy a full time Nurse Practitioner.<br>Also now interviewing for a receptionist.  |
| Online registrations<br>Availability of on-line GP appointments | DM    | Diane confirmed that there is a problem with the EMISS system, as no appointments are available on line, save blood tests. Efforts are ongoing to fix this. She confirmed that Westlands remains committed to providing 50% of appointments on line.<br><br>Diane is keen to learn about any difficulties, via Voices For Portchester or the Westlands web site , when trying to access the on-line appointments system.<br><br>Diane iterated Westlands promotion of EConsult, which could be an option for some patients.<br><br>Diane reported that GP 'out of hours' appointments are also available at Portchester Health Centre and Fareham Community Hospital.<br><br>Emmaclair suggested that it would be more efficient for both patients and staff if those wishing to book a 'routine' GP appointment were asked to ring after 1000 hours.<br><b>Action</b> Diane to look into this.<br><br>Diane described plans to use the triage system for emergency appointments everyday, ie.Monday all day and Tuesday to Friday from 09-1100 hours. Traditional emergency appointments will be available in the afternoons (Tuesday-Friday). Staff involved will include the Nurse Practitioner and two HCSWs. |

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|   |           | <p>Elizabeth fed back difficulties still being experienced for those wishing to access the online services for the first time. She asked that simple and clear instructions be made available on the front page of the web page.</p> <p><b>Action</b> Vicky Windebank came up with an acceptable suggestion and will work with Jackie to achieve this.</p>   |
| Patient feedback/complaints received by Westlands                                   | DM        | None. Rather, positive feedback has been received.   |
| <b>Other Items</b>  |           |  |
| Waiting Room noticeboards update  | SM        | Sue thanked Diane for organising the new noticeboard which is now in situ. Discussion ensued regarding its use. Agreed that it will be used as a campaign board, in particular to endorse NHS England's topics. Currently, the theme is pancreatic cancer. Co-incidentally, this relates to research done by Dr Bennett. Amanda offered to supply materials for display.   |
| Website update  | SM,LO, JD | Funding for an upgrade of the web site has been agreed. Lucie and Jackie are currently working on its design.  |
| Virtual Group-ideas for use   | SM,LO     | Sue reviewed the role of the virtual patient group. It was primarily used when surveys had to be completed and a wider population group was needed. Sue reported that other GP surgeries use the virtual patient group for issues such as feedback, invitations to attend in person and receiving the minutes of meetings. It was agreed that Westlands will re-launch a virtual PPG when the web site is fully operational.   |
| Productive General Practice Project, funded by NHS England                          | JD        | Jackie confirmed that Westlands will be putting forward GP representatives for this project, which aims to ultimately support and reduce stress levels in staff. Dr Pandya will lead this project which should start in the New Year, providing 8 GP practices sign up, currently there are 7.   |
| Feedback from Fareham Locality Patient Group and Portchester Health Centre meetings | SM        | <p>1. Sue reported that Fareham Health Centre is the lead practice for the Primary Care Network (PCN). The PCN has funding to complete an NHS England five year programme. Currently, there appears to be little desire to achieve more than the mandatory directive. Thus, 2 social prescribers and 2 pharmacists are being recruited to work across the 4 practices within the PCN. It is very early days and a model for practice has yet to be agreed for these personnel.</p> <p>2. Sue suggested that any information about the PCN will be shared via minutes.</p> <p>3. Sue reported that the Fareham &amp; Gosport Clinical Commissioning group provides funds of £150 million for Fareham, out of a total of £630 million. For further information about funding, please read the next Fareham Locality Patient Group minutes.</p> <p>4. A renal dialysis service will be available at Fareham Community Hospital from January 2020.</p> |
| <b>AOB</b>  | SM        | <p>Emmaclaire will take a series of photos of Westlands so that one can be selected for the website.</p> <p>Bob reported that the Dr's call system in the waiting room is</p>  |

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|  |       | barely audible. <b>Action</b> Diane confirmed that she needs to find out how to increase the volume. |
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| <b>Date &amp; time of next meeting</b> | SM,DM | <b>February 5<sup>th</sup> 2020 1300 hours</b>   |
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