

---

## MINUTES

Saturday 15<sup>th</sup> February 2025 at 9am

---

Attendees: Iris Grist - Chair  
John Groves – Vice Chair  
Jane Gillespie  
Margaret Farrar  
Audrey Welsh  
Joscelin Williams  
Aaron Lawrie (GP)  
Penny Totham

Apologies: Mary Bridgman  
Jill Carter  
Nick Millett  
Keith George

**1. Welcome to the Group & to any new members.**

New Member: Joscelin Williams

**2. Safety Sheets - signed**

**3. Minutes of the previous meeting & corrections**

All agreed accurate. Proposed by John & seconded by Audrey

**4. Matters arising & AOB**

**Annual Report** – Iris pointed out that the list of members is on the bottom of the sheet and asked if anyone had any objections to their full name being used. Audrey asked if her name could be put as “A Welsh”. Penny will ask Doug to put it on the Practice website

**5. Recruitment Progress – new members & loss of members**

It was noted that the most enquiries came from the notice in the Practice that was on the wall where the patient’s queue to see Reception. Joscelin saw the half-page article in the local “Forget-me-not” magazine. Iris had also contacted

“Stay Local” but did not get any response from them. Iris mentioned that some potential new members would have trouble getting to the Practice so were likely not to attend again. There is a need to keep on trying to recruit. There was also a poster put on the Council’s Community Noticeboards, but there had been no feedback from this. Audrey said she will check to see if they are still up.

## **6. Area meeting update & matters arising. DPA problems**

There has not been a meeting since our last PPG meeting as they are also quarterly. Audrey explained about the meetings for the benefit of the new members. It is the HIOW ICB Meeting (Hampshire & Isle of Wight Integrated Care Board Meeting) which includes local updates and a round table discussion. Current attendance is around 30 but could be as high as 120 now that the meeting is not just for our locality. Audrey felt it was a useful meeting but can generate a “deluge” of news emails weekly! It is interesting to find out the wider view and gives us a presence at the meeting. The next meeting is on 12<sup>th</sup> or 18<sup>th</sup> March (TBC). If you have anything that you would like brought up at the meeting please let Audrey know.

It was noted that unfortunately an email was sent out that had everyone’s email addresses visible to everyone else. Iris & Audrey complained as they did not give permission for their email addresses to be shared.

## **7. Practice Update:**

- **Practice staff**

Jessica – Care-Coordinator

Holly – Read Coder

Dr Igbru – new GP Registrar

Wendy – Operations Manager (from April)

- **Survey results** – discussed – see attached synopsis

It was suggested that next time it could perhaps be sent out via text pointing to the website to get to a wider demographic

- **eConsults**

Dr Lawrie talked about eConsults and said he felt that there was a lack of understanding from patients about them. The GPs find a well completed eConsult to be of good value – they use it to decide what is needed for the patient – if they need to be seen today or routinely, and if not a GP, who by (urgent care practitioner, pharmacist, physio etc), and the timeframe. There is currently around a 3 week wait for a routine appointment, maybe slightly longer for list-holders. For example a significant amount of people don’t need to see a GP – medication problems can be dealt with by a pharmacist – joint problems/pain can be dealt with by a physio etc. It was mentioned that the eConsult system

was quite “Clunky” and Dr Lawrie agreed with this, but this is a national system and improvements/changes are not going to happen quickly. Dr Lawrie encouraged people not to be scared of it and to trust in the system – it can be laborious but is very safe and has a lot of safeguards built into it so that urgent problems are not missed. Dr Lawrie felt that 15-20 minutes to complete an eConsult properly was not unreasonable and patients should not worry about making mistakes or writing lots – the GPs will take what they need from what is provided. The questions asked sometimes depend on the problem – for example mental health problems contains a lot more questions for safety reasons. The duty GP deals with around 100 eConsults a day and the Practice now has 3000 more patients than when he started working here but still has the same amount of GPs! eConsults are open from 7am to 4pm daily (unless safe capacity is reached earlier than this) and is not available at weekends. If a patient feels they must be seen at a weekend they need to call 111.

- **Extended Access – booked by Practices**

The PCN has a contract to provide extended access to our patients. It appears from the survey that not everyone knows about the weekend appointments – we will remind everyone (receptionists/care coordinators) to offer weekend appointments to patients but there are far fewer of these. Most of the clinicians/staff for the weekend appointments work within the 4 Practices of the PCN – including GPs, Nurses, Physios & receptionists.

- **Extended Hours** – appointments given via 111

## **8. How well is the Primary Care Network understood?**

Iris mentioned that the general practice population probably do not understand what the PCN is or how it works. Dr Lawrie explained that the PCNs came about because Practices were encouraged to work collaboratively, and any extra funding now comes in via this route. There are 4 Practices in our PCN to get funding towards Paramedics, Pharmacists, Physiotherapists, Social Prescribers etc. They work for all the Practices so may only be available in certain Practices on certain days – it was felt that there may not be a good understanding by patients that this is the case. The 4 members of the PCN work together closely now – logistically it made sense to work together to deliver the COVID vaccinations.

Jane mentioned that her elderly mum has had some contact via the phone with the Pharmacists (via Westlands) but didn't know who they were or who they worked for. She wondered if they could make a point of introducing themselves when contacting patients so the patients could feel confident about who they are talking to. Dr Lawrie will take this back to the PCN.

### **Centre Practice contact & newsletter**

It was asked at a previous meeting if the Practice could do a newsletter for the patients, but Doug felt there really was no time for this to be done. Iris, John & Audrey had copies of the Centre Practice Newsletter and felt that although the first bit was quite interesting the rest was “lifted” from other leaflets. It was also felt that there was no value in meeting with the Centre Practice PPG currently but would like to leave the option open for the future.

### **9. Succession planning – need volunteers for Chair, Vice Chair & Communications Secretary**

Iris mentioned that she and John will be retiring from the PPG in November and will be looking for volunteers to take over these positions as well as the Communications Secretary. She asked that everyone think about whether this is something they can take on for a period.

### **10. Volunteer marshalls for the spring vaccination programme – 1<sup>st</sup> April to 5<sup>th</sup> May**

The dates are 5<sup>th</sup>, 12<sup>th</sup> & 19<sup>th</sup> April. The clinics will be held at Westlands Medical Centre. Dr Lawrie said that the volunteers are very much appreciated by the Practice. Anyone interested in volunteering should contact Manny Martins on 07564 366456 or [manny.martins@nhs.net](mailto:manny.martins@nhs.net)

### **11. Dates of next meetings:**

- 17<sup>th</sup> May 2025
- 16<sup>th</sup> August 2025
- 15<sup>th</sup> November 2025