



GROVE HOUSE PRACTICE

Patient Group Meeting: 24th January 2013

Attendees:

Tony Bamber (Chair)
Sharon Hearty
John Lawrence
Tony Hayes
Jacky Slator

Ann Turner-Culverhouse
Ken Ramsden
Edward Rawlinson
Deborah Kelly
Sharon Williams (minutes)

1. Apologies

Christine Owen Earle Ryan Mandy Devine

2. Wellbeing Practice – Introducing Katie Roberts

Jacky introduced Katie and Daniel from Wellbeing Enterprises who are running the Wellbeing Practice initiative.

Katie presented to the Group the purpose of the Wellbeing initiative and what they will be doing specifically in this Practice. She explained that their aim is to make GP Practices into hubs. Katie passed out information sheets to the Group and explained the 5 ways to Wellbeing.

She informed the Group that during the next quarter (February – April) they will be looking at Dementia, the history of St Pauls, resilience and later in life. Their aim is to help provoke memories in people. They also wish for patients to take photographs of Runcorn that could be displayed.

Jacky had concerns that all this seems to be a lot for one quarter and maybe it would be best to keep something for over a 12 month period. Katie and Daniel explained that they will see how things go. Tony Bamber felt that it all sounds positive, a way of people coming together instead of separation.

Jacky explained that she liked the idea of having a Wellbeing mural in the Grove House waiting room. The Group liked this idea and felt that maybe we could get a local artist involved and possibly the All Saints School.

Action: Jacky and Katie will look into the mural idea.

Katie explained that she will be in the Practice once a week and she would also like to work towards having appointments. Tony Bamber asked how they get their information out to the general public who do not come in to the Practice. Katie explained that they are doing events outside of the Practice.

Edward Rawlinson asked where the idea for Wellbeing came from. Daniel explained that it was originally set up in 2005 by Mark Swift and was a pilot project by Halton and St Helens PCT which has now grown. It is backed by the CCG and the council. Daniel explained that the CCG can see that there is real benefit if they can get the population healthier.

Jacky asked that if the Group have any thoughts on what will work and what will not work to let her know. Katie informed the Group that they may also contact her if they have any ideas.

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Katie explained that she would also like to be a part of the Group and keep coming back to meetings as they really do want PPG feedback and support from the Group. Anne Turner-Culverhouse felt that they are doing a really good thing and that they do have the Group's support.

The Group thanked Katie and Daniel for coming to the meeting.

3. Matters arising from minutes/actions from the previous meeting.

Minutes of last meeting agreed as true record.

- Meeting with Tower House Patient Group Members – So far no one has heard back from the two members of the Group and Tony explained that the phone number he had for one of the members is incorrect.

Action: Jacky will chase this matter up.

4. Patient Survey – Review of Action Plan.

Jacky informed the Group that after October 2013 the Clinical system that the Practice currently uses will no longer be available as it has been losing its share in the market and will not invest. Jacky explained that the Practice has looked at other systems and we have chosen to go with Emis-Web which is due to go live in July 2013. Jacky informed the Group that it will take time for Clinicians to get use to the system, we will not be changing the appointment system yet, but it does have the potential to use their internal appointment system. This system has a facility to send SMS messages to patients stating their test results are available. It also allows reception to see if all results for a patient have been returned to the Practice, or if there are any pending and this will make it easier to see if any results have not been returned to the Practice.

Sharon Williams informed the Group of the updates with the Patient Survey Action Plan which the Group had looked at and discussed during the November 2012 meeting. All Clinicians and Reception have been given a stock of the information cards; these are being given to patients when tests are being ordered explaining how and when they can obtain their results. The same information is now on the Practice website and in the Patient Information Leaflet 'How do I...'

The Group felt that the results display within the waiting room explained the findings of the survey very well and were happy with the updates on the Action Plan. All results of the survey have now also been placed on the Practice website.

5: CCG public events – dates for diary:

Jacky informed the Group that there will be CCG events taking place within Runcorn and Widnes on the 12th and 13th February, as yet she does not have all the details but when she does she will send them out to the Group.

6: Patient suggestion / comments box:

There were no comments within the box.

A new display has been completed above the comment / suggestion box to highlight it better to patients due to the lack of comments or suggestions that have been placed within the box over the past year.

7: AOB:

Jacky informed the Group that from 21st March 2013 all Practices in the area will have a different Out of Hours number. It will go nationally to 111. It is a free phone number which will be a telephone triage service. If the patient needs to be seen then they would be told where to go for that appointment. The official launch is on 11th April 2013, Jacky is unsure at this time how it will work, but we will notify and change all Practice literature.

9: Date of next meeting:

Thursday 21st February 2013 at 5.30pm