



GROVE HOUSE PRACTICE

Patient Group Meeting: 21st February 2013

Attendees:

Tony Bamber (Chair)
Ken Ramsden
John Lawrence
Jacky Slator

Sharon Hearty
Christine Owen
Katie Roberts
Joanne Hughes

1. Apologies

Ann Turner-Culverhouse
Tony Hayes

Edward Rawlinson
Mandy Devine

Deborah Kelly
Sharon Williams

Earle Ryan

2. Welcome to potential new member – Shirley Davies

The new member did not arrive to the meeting.

Jacky introduced Joanne Hughes, Deputy Practice Manager.

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

Jacky apologised as there were no minutes available yet from the previous meeting as Sharon was off sick.

4. Grove House – change of opening hours.

Jacky passed around a draft copy of an announcement regarding the Practice's extended opening hours and asked the Group for comments. It explained that from the end of March 2013 the Practice will no longer have the late Thursday evening and Saturday morning appointments and gave the reasons as to why the Practice has reached this decision.

Ken Ramsden felt that this will look like a backward step and that it is shame as the Practice has been progressive in offering extended access. Tony Bamber felt that it would be better to include specific alternatives with the announcement. He asked if this also includes the Practice Nurse appointments, Jacky explained that yes it does.

Sharon Hearty felt that it is shame as it was always useful to have those extended access appointments there to be booked via the internet. She asked will this announcement go into a newsletter, Jacky said that it would and also on the plasma and in a leaflet within the waiting room and reception. Tony Bamber felt that the changes may cause mumbblings at the front window. Jacky agreed and asked the Group if we could also discuss the Practices patient list size as it is still reducing while Tower House Practice list size is growing. Jacky asked the Group if they have any ideas why this might be.

The Group felt that if you are a right handed person you might naturally veer to the right. Tony asked if Housing agents give out packs with GP details in.

Action: Jacky will look into the matter.

Tony felt that we could ask new patients why they chose Grove House. Christine Owen felt that there used to be a leaflet regarding GPs at the Visitors centre. Both Jacky and Joanne thought that maybe the Group could act as mystery shoppers and ask in various places for what information they have on GP Practices in the area and feed it back at the next meeting. It was felt this may help in case our information is not being well advertised.

Action: To add this on to the agenda for the next meeting.

5: Patient suggestion / comments box:

There were 2 comments within the box.

The first was a compliment and a query regarding medication skills. Katie will take this once Jacky has checked the patient's details.

The second comment was regarding an appointment made with the Health Care Assistant for a BP check when the patient actually wanted a HRT check. The appointment was made at Reception, not by a new member of staff. Jacky has agreed to check and see what happened and to see what the appointment time was set as.

6: AOB:

Christine Owen asked if we have anything to do with St Pauls pharmacy as patients are having problems, they are not getting supplies and customer service is appalling. They also have a poor attitude as in 'come back tomorrow'. Jacky gave the NHS Merseyside contact to Christine who may be able to help with this matter.

Wellbeing – Katie informed the Group of courses available through Wellbeing:

- Choir
- Film Club
- One to one sessions

Action: Jacky to ensure Wellbeing is a regular agenda item.

9: Date of next meeting:

Thursday 21st February 2013 at 5.30pm