



GROVE HOUSE PRACTICE

Patient Group Meeting: 2nd May 2013

Attendees:

Tony Bamber (Chair)
Ken Ramsden
John Lawrence
Tony Hayes
Jacky Slator
Sharon Williams

Sharon Hearty
Christine Owen
Earle Ryan
Edward Rawlinson
Mandy Devine
Katie Roberts

1. Apologies

Ann Turner-Culverhouse Deborah Kelly Joanne Hughes

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

Opening hours – Jacky informed the Group that after consulting with the GPs the Practice will not be going back to late appointments on a Thursday evening and Saturday morning appointments. There may be a possibility to do some extended hours later in the year, but at this time the Practice is concentrating all our efforts on the new Emis system and changes we may review the extended hours after this. All the information is within the waiting room and the website explaining why the Practice will not be doing the extended access hours anymore.

Christine Owen asked if it was due to cut backs. Jacky explained that it is as the funding should have stopped at the end of March, but it was then extended at the eleventh hour. The GPs wished to leave it as it is though and review it later in the year, but we do not get the extra funding as we are not doing the extended access. Tony Bamber explained that he had heard the funding for the extended access was allowed due to cuts being made within other areas, it was not new money, and it was money that was already in the pot.

Ken Ramsden asked if there was any way of the Group could be kept informed of changes to do with funding etc. Jacky felt that it may be a CCG issue, they have a Patient forum. Tony explained that they have never been asked to take part. Jacky informed the Group that they do keep asking who the Chair Person is for the Group so she thought that they would have got in touch.

Action: Jacky will contact the CCG and find out more information.

Edward Rawlinson asked if there could be something on the agenda for Group meetings stating the CCG meeting dates. Sharon Williams will find a link to the Halton CCG site which states these dates.

<http://www.haltonccg.nhs.uk/get-involved/>

Jacky informed the Group that now the PCTs have disappeared there is NHS Merseyside, National Commissioning Board who have Local Area Teams.

Action: Jacky explained that they are still shifting in responsibilities so she will look at who is in charge.

111 – Tony Hayes asked if there had been any problems with the new service. Jacky explained that there have not been any major issues. They have tried to introduce it in

this area and they have issued an 0151 number that is linked to 111, but the same information is given to patients whichever number the patient calls.

3. Grove House – upcoming changes.

Jacky informed the Group that Dr Christine Allen will hopefully be back mid May, but on a phased return until she gets back to full strength.

Dr Forde will start her maternity leave mid June. Dr Anthony Kaufman, who has been working with us on Mondays, will be covering her leave. Tony Bamber has heard several positive responses about Dr Kaufman and how good he is.

Dr Ofiaeli will be leaving the Practice as her husband has a new job in Peterborough, she will be leaving around mid June so the Practice will be going out to advert for her replacement. John Lawrence felt that this might be a good chance to get another male GP in the Practice. Ken Ramsden expressed that Dr Ofiaeli will be missed. Jacky explained that there will be a gap between Dr Ofiaeli leaving and the new GP starting, but Dr Dooley and Dr Ahmed will be doing some dates for us. Tony Bamber felt that the Practice should put some form of notification up to explain the situation and that everything will be ok and not going back to the times of GP uncertainty. Jacky felt that the familiarity with Dr Kaufman should help.

Reception – Jacky informed the Group that at present desks are being built in the Reception area now that a dividing wall has been completed between the two Practices, giving each reception area one big space.

3. Grove House – upcoming changes.

At the meeting in February the Group had discussed that Grove House's patient list size is dropping. Jacky had asked the Group if they could help by finding out what information places have about the Practice.

Sharon Hearty had been to both Direct Links where they gave her a list of GP Practices and a map, which this Practice was on. She explained that we were not at the top of the list, but there were no differences in Practices.

Ken Ramsden asked how long have we been sharing the same building with Tower House and when did the list size start to slip. Jacky explained that the Practices have been together since St Pauls Health centre was opened. Approx ten years ago the list size slipped after the Partnership split, then it started to rise again and now it is slipping again. Jacky explained that Tower House do have consistent GPs, though Dr Orpin is retiring soon. Ken Ramsden felt that Grove House also has stable GPs for the past several years so this could just be a natural slip, though we have been short of male GPs so this could be the problem.

Jacky explained that there are some patients that move to another Practice within the area, it is easy to do so as you just simply go and register with them. Tony Bamber asked if the Practice knows how many patients have moved to Tower House from this Practice. Jacky explained that we are not able to get that information; we only receive a standard code from Cheshire Health Authority. Edward Rawlinson felt that we should ask the patient why they have left the Practice. Jacky explained that we have discussed this before, but we did not know if we would get an honest answer. Tony Bamber felt that we should explain that it would be of benefit to the Patient Group to know why and state this

in the letter sent to the patient. Jacky thought that it may work if we asked Cheshire Health Authority to forward the letter to the patient.

Action: Sharon Williams will bring figures for the past 12/18 months of deductions and registrations.

Jacky informed the Group that Dr Wilson had an idea about changing the sign (that lists the GPs names) as you walk in through the double doors and put a plasma there instead with moving images on etc, so this could be a possibility and may stand out more.

Jacky asked the Group how they felt about extending the book ahead time again for appointments. At this point in time we only do two weeks prebookable appointments. The Group felt it may be better if the appointments were only available if a GP asked a patient to book an appointment after the two week prebookable period. The GP could give a note to the patient so that they may go to Reception and book that appointment.

Jacky informed the Group that we had received a comment from one of our VPG members who would like the Practice to consider making more appointments available through our online appointment system. At present 10% of prebookable appointments are made available online and currently these appointments are being filled. Christine Owen asked if there was a possibility of tying the amount of available online appointments in the percentage of patients who are signed up to the service. Jacky explained that at current 1/3 of our patients are signed up to the online appointment system so she will look into this.

Action: Jacky to look at making more appointments available online.

3. Wellbeing.

Katie Roberts from the Wellbeing Initiative came to the meeting to up date the Group on what is happening in the area. Katie explained that a few programmes have come and gone that have had various degrees of uptake, but there have been issues with drop off rates. A lot of people would be signing up and only half would show up to the programme.

Katie informed the Group that they were starting a new programme for Dementia week which takes place in Runcorn on the 23/05/2013. House of Memories is involved and it will include a tea dance and tango dance. Jacky explained that there the benefits of tango dancing for dementia patients and depression as it builds confidence due to the way you hold yourself during the dance.

Katie informed the Group that the event is being held in Palacefields as there was not a big enough venue available within the Old Town during the Dementia week dates. She explained that this is only a trial though and there is no reason why this event could not be done again.

Ken Ramsden felt that the feedback from this event will be interesting. The Group had some ideas for Katie regarding venues within the Old Town that would be large enough. Katie explained that they are also able to provide transport for dementia patients to enable them to get to these events.

Katie will keep the Group informed by attending the Patient Group meetings.

Jacky informed the Group about the Practices idea for a Dementia Passport. This would be a document for the patient or their carer that they could take with them each time they

have to go somewhere. There are so many different agencies they will attend and it would save them repeating their story over and over as the passport would have all their information in. Sharon Hearty felt that this would only work if the person at the other end knows what to do with it, but it is a good idea if it goes into the right hands. The rest of the Group agreed with this and felt if used correctly it could be useful.

5: Patient suggestion / comments box:

There were 3 comments within the box.

The first was asking if the ring binder that contains the patient comments could be updated as the last one is dated 2011. This has already been completed and should now be up to date.

The second comment was regarding the automatic booking system. The patient had tried to book an appointment, was offered an appointment, accepted the appointment, but then informed the appointment was no longer available. The patient explained that he had to go through the process 8 times before being successful. Jacky and Mandy explained that there had been a fault on the automated system that the Practice were not aware of. This problem has now been resolved; we will send an apology to the patient.

Action: Sharon Williams to draft a reply to the patient.

The third comment was from a patient asking if a narrow white line could be painted at the edge of the steps leading to the surgery to aid our partially sighted patients. Jacky will look into this, she feels if it would be of benefit there should be know reason why it could not be done, except she is unsure if the steps are part of the original building and may be listed. The Group felt that the slope to the side of the building could be an alternative.

Action: Sharon Williams to draft a reply to the patient.

6: AOB:

- Jacky informed the Group that the Mercian Regiment will be within the Old Town on 11.06.2013. There will be a military band and medals being presented. They will march down to Church Street starting from the Car Park at the back of St Pauls, going up round to Regent Street and then High Street. Jacky felt that it may be an ideal opportunity for Wellbeing to hand out information. Sharon Hearty informed Katie that she would be able to help with that.

9: Date of next meeting:

Thursday 30th May 2013 at 5.30pm