



GROVE HOUSE PRACTICE

Patient Group Meeting: 20th June 2013

Attendees:

Tony Bamber (Chair)
Ken Ramsden
John Lawrence
Tony Hayes
Edward Rawlinson
Joanne Hughes

Ann Turner-Culverhouse
Deborah Kelly
Sydney Broxton
Sharon Hearty
Katie Roberts
Jacky Slator

1. Apologies

Christine Owen Earle Ryan Mandy Devine Sharon Williams

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

Appointments online – Jacky has now made more appointments available.

CCG Patient Forums – Jacky handed out CCG information along with dates of meetings.

DNA Letters – At the last meeting the Group had discussed starting to send these letters again to patients who DNA on a regular basis. This was found not to be effective though and was labour intensive; it also seemed to annoy some patients. It was agreed not to go ahead with sending out the letters.

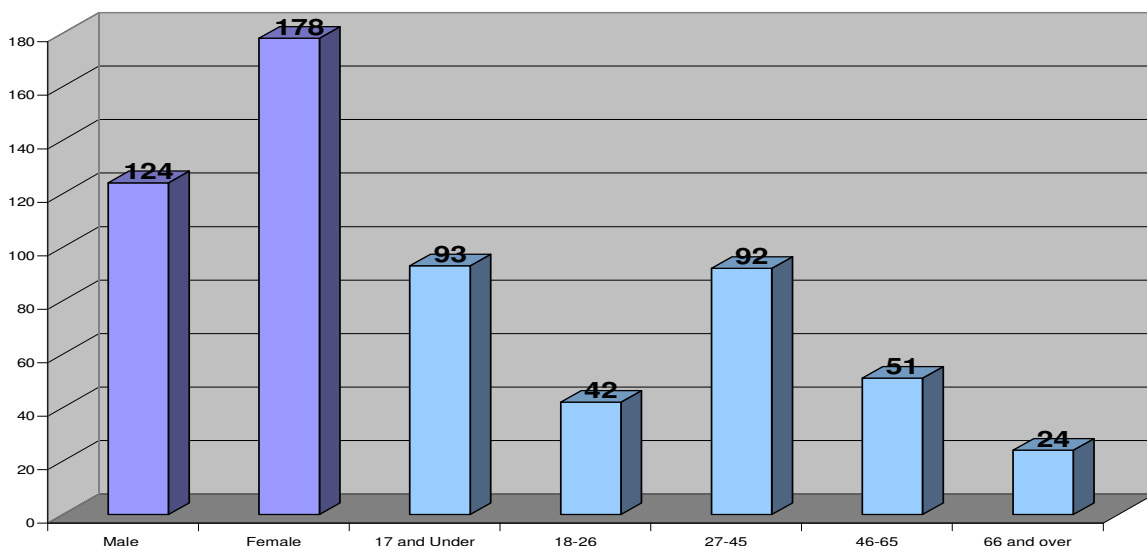
The Group had also asked for clarification regarding the Practice being able to remove patients from their list who constantly miss appointments. Jacky explained that we would have to demonstrate that the relationship between the Practice and patient had broken down.

One ailment per appointment – The wording is correct on the plasma; Jacky handed out a copy of the plasma screen.

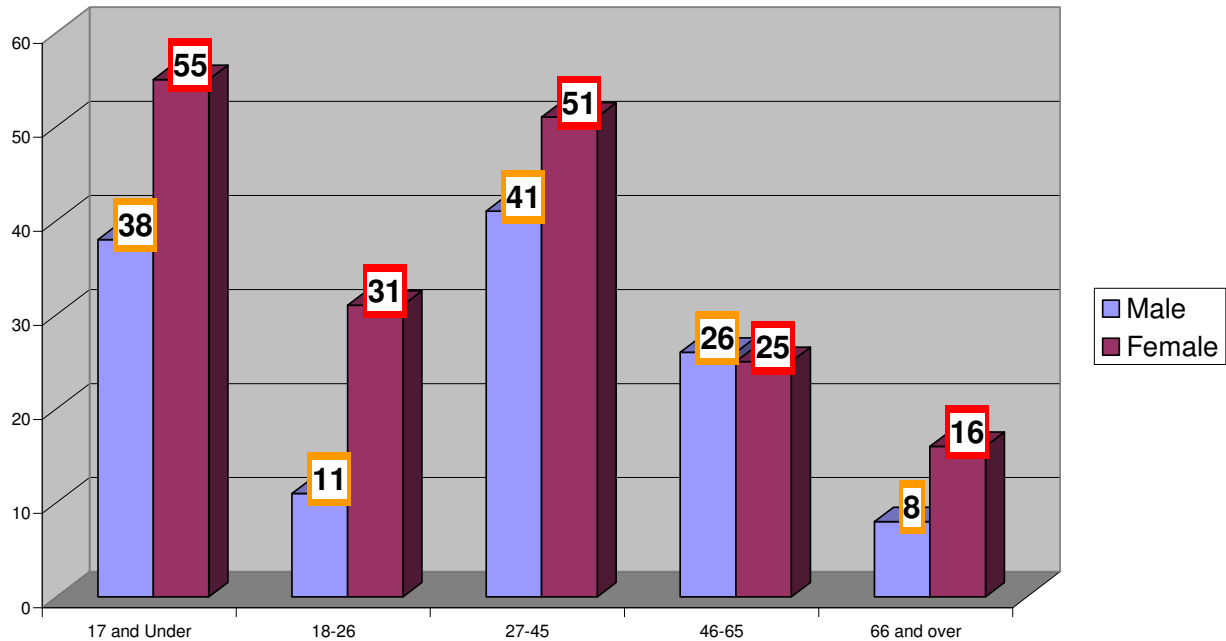
3. Patient Registrations / Deductions.

Jacky handed out a graph showing figures for patients who have registered with another GP Practice in our area from January 2010 – April 2013 with figures broken down into male, female and age ranges, along with a graph to show the comparisons between Male vs. Female for the same figures (graphs shown below).

Patient who have registered at another GP within our area - Jan 2010 - April 2013



Patient who have registered with another GP Practice in our area - from January 2010
- April 2013 - Male vs Female Deductions and age ranges



Jacky explained the graphs to the Group. The Group agreed that there was not a lot of significance in the data shown, but it was worth seeing the breakdown of the figures. It was felt that the picture is not as bad as they first thought and there appears not to be any clear patterns. The Group felt that it may be worth looking at the figures again in 6 months time to compare them.

Action: Jacky will discuss this with Sharon

4. Exit Survey.

Jacky thanked Debbie Kelly for drafting an exit survey and explained that it all looks very good. The Group will take a copy of it away and discuss this at the next meeting if they feel anything needs changing.

Action: Jacky will arrange for the survey to be typed into Grove House format and will bring it to the next meeting for the final sign off.

We would only look at sending the survey to patients who change Practice without changing address, this way we can still send it to the patients address that we have in their records. The survey would be sent from the PPG. The Group agreed that it is worth trying as even if we only get a small response this would be a positive step.

Action: Jacky will add this topic to the next meetings agenda.

5. Next Patient Survey.

Jacky showed the Group the draft copy of the next Patient Survey based on Patient Satisfaction. The Group felt that a small change was needed to the introduction side as they felt the part about the patient list size reducing sounded negative, but overall were happy with the draft and the questions on it.

Action: The Group had a discussion about the patient list size reducing and Jacky agreed to enquire about Brookvale and Weavervales figures for comparison, as they also share a building.

6. Wellbeing Update.

Katie introduced the event 'Ignite your life', and explained that last time they did this event it did really well so they are doing another one at Halton Stadium on Thursday 27th June. Katie passed out leaflets on the event.

Katie also advised the Group about Drop in Sessions and passed out leaflets.

Grove House Dementia Passport Project – Wellbeing are looking for members for the Group, Edward Rawlinson and his wife have volunteered.

7: Patient suggestion / comments box:

There were no comments within the box.

8: AOB:

No further business to discuss.

9: Date of next meeting:

Thursday 25th July 2013 at 5.30pm