



# GROVE HOUSE PRACTICE

## Patient Group Meeting: 24<sup>th</sup> October 2013

### Attendees:

Tony Bamber (Chair)	Ann Turner-Culverhouse
Katie Roberts	Ken Ramsden
John Lawrence	Sydney Broxton
Tony Hayes	Sharon Hearty
Edward Rawlinson	Christine Owen
Jacky Slator	Joanne Hughes

### 1. Apologies

Mandy Devine	Sharon Williams	Toni Johns	Earle Ryan
Deborah Kelly			

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

- Wart Treatment - Jacky confirmed Dr Wilson will be starting his Wart Clinics again from next month.
- Patient Group has requested names are stated in meeting minutes rather than initials.

### 3. Patient Survey: Action Plan

Jacky informed the Group that the Practice also reviewed the patient survey after the last PPG meeting.

Jacky went through the Patient Survey Action Plan and several points were discussed, the group suggested we advertise new appointment options once they have been implemented, Jacky confirmed that will happen.

DNAs the group asked can patients with no credit text back to the surgery? Jacky explained this is not currently possible with the Practice software. The group questioned how we can offer the same service for patients to let us know in another way other than a phone call, Jacky has agreed to speak to the Manager at Castlefields Practice as they have reduced DNA rate. It was also suggested that we offer pre-bookable appointments for up to 3 weeks.

The Group has now agreed with the Action Plan.

**Action: Jacky to speak to Castlefields Practice**

### 4. Care.data Update

Jacky informed the Group that NHS England have retracted the original plan of only Practices communicating to their patient list and are going to run a national campaign with a post drop to every household. The timescale has also altered and the automatic information extraction will not take place until April 2014.

## **5. Wellbeing Update**

Katie updated the group about their services, e.g. Choir, Music & Memories Events. Katie then went on to talk about new activities/events which include Drama Group and Spanish Classes, both Nordic Walking and Living Life to the Full will also continue, Katy passed around a leaflet containing more information on all activities which are also on the website. In the New Year 12 out of 17 Practices will have a Wellbeing Representative. Katie sadly informed the Group that she will be leaving the role of Wellbeing Officer, and a new representative will be appointed. The group thanked Katie and wished her well.

## **6: Patient suggestion / comments box:**

There were no comments within the box.

## **7: AOB:**

- Those members of the group who have used it shared that they liked Electronic Prescribing because it is more convenient and prescriptions can be electronically sent to the preferred Pharmacy of the patient.
- Jacky informed the group that Tower House PPG have enquired about a bicycle rack and asked if the group would be happy with this, Tony Bamber advised we do a Health & Safety review as to whether it will be possible due to trips and falls.  
**Action: Jacky to feed back this information to Tower House.**
- Jacky talked to the group about the front steps outside the front of the building following a couple of falls. There is nothing wrong with the steps and they are regularly cleaned so Jacky suggested we have a sign with an arrow and ramp disability symbol to highlight the alternative route into the building. The group agreed with this.
- A member of the group felt that the public car park stop sign at the rear of the building by the pathway from the bridge to the passage at the side of the building is not clearly indicated and needs to be raised to the Council as it is a public car park,  
**Action: Jacky agreed that she will highlight this to the Council.**
- Tony Bamber is a member of Halton PPG, and was asked if there is a feedback process. He advised no as only had first meeting so no minutes or notes yet.
- Ann Turner-Culverhouse mentioned a patient coming into the surgery to register at a Practice, the patient was asked which side they would like to register as they didn't realise there was two Practices in the building, the patient then turned right towards the other Practice. The Practice will look again at how to encourage new patients to come to the left hand windows.

**8: Date of next meeting:**  
**Thursday 21<sup>st</sup> November 2013 at 5.30pm**