



GROVE HOUSE PRACTICE

Patient Group Meeting: 23rd January 2014

Attendees:

Ann Turner Culverhouse (Chair)	Sydney Broxton
Ken Ramsden	Jacky Slator
Tony Hayes	Mandy Devine
Edward Rawlinson	Toni Johns
Deborah Kelly	Oli Gomersall

1. Apologies:

Tony Bamber	Earle Ryan	Sharon Hearty
Joanne Hughes	Christine Owen	John Lawrence

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

- DNAs – Jacky spoke to Castlefields Practice and they advised that they haven't done anything different. The Practice will have another think about what we can do to reduce the amount of DNAs.
- The group feel it can be difficult for older patients who don't feel well enough to come into the practice. Some patients may use the free bus but may feel too ill to do this as the trip can mean changing buses, their other option would be to take a taxi but this can cost a lot. Deborah mentioned 'Dial a Ride' this service can pick patients up and take scooters but time for this service is not precise. Ann suggests we advertise 'Dial a Ride' for patients.
- Bike Rack – Jacky informed the group that St Paul's has bought 2 bike racks but these are awaiting signage before going up, and we feel we have done everything we can to comply with Health & Safety.
- Stop Signs – Jacky has agreed to speak to the Council again regarding the stop signs in the rear car park, the group feel this is a bigger issue than just stop signs and the signs are also not clear as to which way traffic should be going. Kenneth advised that some motorists can be impatient and there is a stop sign on one side of the pedestrian crossing but not the other. Tony feels it should be highlighted because of pedestrians crossing.
- Steps at the front of the building – Ann informed the group that the front of the building is very dark making it difficult to see the steps, Jacky has agreed to speak to the council to see if there should be a street light, Jacky will also follow up with the council regarding the pavement as last time she spoke to them they advised they would send someone out to take a look but no-one has been out so far.
- New patients – Tower staff have their front reception area staffed at all times and Jacky feels this may be the reason patients can sometimes be drawn to them as patients will automatically go to where there is staff. The practice is working on how we can change the front area to make our staff more visible.

3. Patient Survey: Action Plan Update

Jacky talked through the action plan with the group.

- Re-arranging appointments between 8.15am – 18.15pm is going to take longer.
- All appointments are now pre-bookable up to 2 weeks and up to 4 weeks online.
- Regarding continuity the Practice will try not to use locums unless we use them regular on a long term basis. Dr Dooley will now be at the practice 1 day a week and Dr Ahmed will also be supplying cover over the next few months.
- There will be a delay for the next couple of months to take on a new GP as the partners are waiting for the new registrars to finish in August. A new locum will be starting shortly at the Practice we will see how this goes and maybe he will join on a permanent basis.

Ann feels that Dr Meda leaving will be a great loss and that bringing a 4th locum in could be frustrating to patients as patients like to see the same face. Sydney asked if locums can make the same clinical decisions as a regular GP? Jacky advised him yes. Ken feels that older people unfortunately remember the locum days in the past and Edward advised that the last locum he saw was very good.

4. Wellbeing Update

Oli Gomersall introduced himself to the group and explained that he has now taken over from Katie he then went on to update the group about activities that are going on at the moment. Oli handed out a information sheet of activities for 2014 to each member of the group. Please see separate sheet.

Ann asked about the Choir and Oli informed her that both the Choir and the Gardening group are running themselves now in Widnes. The group have suggested that the Practice advertise Ignite your Life and other activities outside the building or in the waiting room. Deborah suggested a frame with a screen on fitted to the outside wall at the front of the building.

Action: Jacky will look at how we can advertise activities on the outside of the building.

Doctorpreneur – Jacky informed the group of the new pilot ‘Purple Book’ which was a idea suggested by the Practice to help patients with Dementia or Memory problems. The pilot will be called the ‘Purple Book’ which pulls together information to help the patient and/or carer, the pilot is only for Grove House Patients. If successful there will be a possibility of funding to carry the service on. The pilot will be starting at the end of February and will run for 6 months. Jacky asked Oli if the patient group can put ideas / suggestions to the Doctorpreneur scheme. Edward thinks it would be a good idea to have a patientpreneur as he feels it is hard to talk to the different organisations about new ideas, Oli will check and get back to us. Ann asked if the pilot was only for Carers Oli informed her it was for anyone and if the patient has memory problems and they are interested they can arrange a one to one with Oli.

Jacky has discussed with the partners about Oli using room I to get him away from a clinical room (new table and chairs to be purchased) they have agreed to this. Jacky feels that we have seen some success stories from this service and thinks the less clinical room will help. Oli has had his first referral from a GP and has asked if he could spend 5 minutes with locums to explain what he does.

5: Patient suggestion / comments box:

There were no comments within the box.

6: Schedule of meeting dates for 2014

Attached

7: AOB:

- Resignation - Toni passed on a resignation card to the group that was given by Sharon Hearty. The group expressed how sorry they were that Sharon has decided to resign from the Patient Group due to her circumstances, they shared that they felt she was reliable with a sensible head and a valuable member of the group. They would like to wish her well for the future. The Partners will also be writing to Sharon to thank her for her contribution.
- Plasma Message - The group asked Jacky if the message about the patient group on the plasma screen could be changed as they don't feel the part that reads 'I'm not happy with my doctor' is what the group is all about.
- One Stop - Ken informed the group that the One Stop Health Care for Halton residents has now been extended to Widnes. Tony asked if minor injuries at Halton hospital is also a walk in centre? He was advised no.
- Care.Data – Tony has received a letter in the post and was worried about his information being shared. Jacky explained that he can download an opt out form or collect one from reception fill it in and pass it back to reception. Jacky informed the group that 70 patients opted out of Summary Care Records, and so far nearly 300 have opted out of Care.Data. Ann is worried about Insurance Companies etc using patient information for premiums she feels that we are going toward privatisation and is worried that patients will have a cap put on as to how much they can spend on your health.
- CCG – CCG have arranged a meeting of all the local GP Practices which will be held next Wednesday 29th January to discuss how they can work better together. A lot of GPs are retiring and there are fewer new GPs. The meeting will be looking at all services we are providing to see how they can run differently. Moves are afoot in this area, and there may be public consultation eventually.
- Patient Survey Newsletter – Jacky shared the draft newsletter to the group which should be ready to go out in the week.

8: Date of next meeting:
Thursday 20th February 2014 at 5.30pm