



GROVE HOUSE PRACTICE

Patient Group Meeting: 24th April 2014

Attendees:

Tony Bamber (Chair)
Ken Ramsden
Edward Rawlinson
John Lawrence
Sydney Broxton

Jacky Slator
Joanne Hughes
Toni Johns
Oli Gomersall

1. Apologies:

Earle Ryan Mandy Devine Tony Hayes Deborah Kelly
Ann Turner Culverhouse Christine Owen

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

Dr Kaufman – Unfortunately Dr Kaufman will not be returning to the practice now that Dr Forde is back from maternity leave. The group all agree that it is a pity as he had a decent reputation and patients often made good comments about him. Tony was very impressed with him as a GP and hopes that one day he may return.

3. Friends and Family Test - pilot

Jacky updated the group on the Friends and Family Test. The question is now being piloted on patients who have been diagnosed with a terminal disease and it will be introduced in some format across all Practices at the end of the year. The ambulance service and various other services are also piloting the FFT. In the North West Healthwatch Halton are conducting the question and feedback on behalf of the Practice so that those taking part can be more honest and hopefully we will gather some useful feedback to help improve services. 9 patients so far are taking part in the pilot but there is still more patients to approach, hopefully we will reach 16 patients in total to take part in the pilot. The group feel that asking just the one question isn't going to give enough feedback. One of the group members is taking part in the pilot and has already received telephone contact from Healthwatch Halton. He feels that sometimes the hospitals think they are ok and it is the Practices that get things wrong, but in fact both hospitals and Practices can get it wrong. The general feedback from the group is that the FFT is active and it is working. Ted didn't feel he understood exactly what the pilot is, Jacky explained that during the pilot the FFT question will be focused at patients who are terminally ill and their family/carers so that we can find out how the care they receive affects them. This will help us find out if we are providing the correct care or if we can do more. Tony also added by asking the FFT and follow up questions now, we should be able to improve services in order to provide a better quality of life in the future.

4. Purple Book Launch

Jacky updated the group on the Purple Book Launch. The launch took place at the Practice on the 29th March and the Practice feels it was a huge success, we invited 40/45

patients (and their families/carers) with memory problems and 12 families attended the launch day. Jacky feels that one positive thing that she felt came out of it was how much each family benefited from the various services that took part in the launch that day (Homestead, Carers Centre and various others) and from discussing issues with each other.

5. Patient Education/Support sessions

After the success of the Purple Book Launch Jacky feels that educational/support groups may be something to consider for our patients, she suggested that these could be held on a Saturday morning as a drop in and could last about 3 hours. These sessions could be aimed at patients with dementia or diabetes for example. Ken asked how we could publicise these sessions? He added that something similar to our Minor Aliments leaflet may be a good way as he thought that worked great. Jacky advised that we could use the plasma screen and the website to publicise. Patients would be welcome to come in as an individual or could bring along family/friend. Ted feels that we should target people who are on their own and Ken added that some patients won't admit to having memory problems but some sort of leaflet to re-assure patients that there is somebody that they can speak to may help. Sydney informed the group that he personally is getting involved on a voluntary basis with Dementia patients - he feels that the diagnosis is important, once diagnosed it's the families/carers etc that really need the help and advice. This illness has a long lifespan which makes it a long time to deal with it. If diagnosed early enough sometimes treatment can slow the process down and not many people know this. Tony suggested that someone from the Practice should contact the different services, Oli informed us that he has already been in touch with those who attended the Purple Book Launch day and some of them may be interested. Oli advised that it doesn't need to be complicated, we can invite different people to present things, and the patients who want to attend can decide if they want a speaker or just want to chat amongst themselves. Jacky asked if the group would be happy for Oli and herself to draft something up regarding the diabetes session and the dementia session and present this at the next meeting, all members agreed.

Action: Jacky and Oli to draft details for Education sessions and bring to next meeting.

6. Priorities for 2014/15

Jacky asked the group if they can identify specific areas we could work together on at the Practice as they all speak to patients so they may have ideas. Ken feels we have already spent a lot of survey time on DNA's and Sydney feels that the appointment system is still a major issue, He also asked if it is a black mark against you if you cancel an appointment. Jacky explained that we haven't replaced Dr Meda yet and that we will be advertising again next month, Jacky also explained that cancelling an appointment is appreciated by the Practice as the appointment can be given to another patient. The group agrees that there are some key priority areas to work on, Jacky asked the group if they could bring any ideas they may have to the next meeting so that we can agree on, say 3.

The group also discussed the GP to patient ratio in Halton compared with other areas.

The group discussed extended hours and Jacky advised that we are looking in to extending Practice hours to include early morning and/or evening appointments and hopefully she will be able to bring more information to the next meeting.

Action: Group members to bring up to 3 ideas for the Practice to work on together with the group over the coming year.

7. Wellbeing Update

Oli handed a copy of the Wellbeing Action Plan for Grove House Practice to each member the group (please see separate sheet).

He explained that the action plan is per quarter and relates to a lot of what we have already spoken about in *education/support sessions*.

- Stakeholders engagement:

Oli advised that he has been spending a lot of time in the waiting area speaking to patients and that hopefully he will receive some patient participation over the next few weeks.

- Projects with Patient Participation Groups:

Oli wanted to show the action plan to the group so he could show what he is working on and hopes the group will get involved.

Ken asked how Wellbeing will advertise services to the public once they are in place. Oli explained that he could hand out cards, use boards in the Practices and Community centres and as he also spends a lot of time in the waiting room he can advertise by word of mouth.

Oli informed the group that there will be a men's group starting shortly 'Building model Boats' for anyone who may be interested.

8. Patient suggestion/comments box:

There were no comments within the box.

7. AOB:

Warfarin: Ted shared that he is concerned about blood results being lost and feels that patients should be informed of results even if they come back normal, he feels it is very important we have a system and that patients are notified. Jacky advised that we had hoped our new clinical system would have helped us with this but unfortunately we can't do this within the system as results come back at different times.

Action: Jacky will review options and report back.

8: Date of next meeting:
Thursday 22th May 2014 at 5.30pm