



GROVE HOUSE PRACTICE

Patient Group Meeting: 19th June 2014

Attendees:

Tony Bamber (Chair)	John Lawrence
Ken Ramsden	Sydney Broxton
Christine Owen	Jacky Slator
Tony Hayes	Toni Johns

1. Apologies:

Joanne Hughes	Mandy Devine	Earle Ryan	Deborah Kelly
Edward Rawlinson	Oli Gomersall	Ann Turner	Culverhouse

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

- Purple Book – Ken asked if it would be possible for the group to see a copy of the Purple book? Jacky advised yes this should be possible. Ken also asked if the Purple book is for a limited period and whether it is through Wellbeing or the Practice? Jacky advised that there is a cost involved for the book and at the moment Wellbeing are funding this but the CCG may commission this if it goes well or possibly if it goes national. Ken asked if it will end once the money runs out? Jacky advised yes, probably. Ken feels that if it is good and it is working it would be a shame for it to stop. Ken shared that the funding for heart, cancer and many others is higher than that of Dementia, he hopes that this will change.

3. Exit Survey Results

The patient group received 7 completed exit surveys from patients who chose to leave the Practice. These surveys are sent to patients who have left the Practice but have not changed their address within the area. The aim of the exit survey is to collect information anonymously to find out the reasons why the patient chose to leave the Practice.

One of the questions asked was **Did you leave Grove House Practice because you or members of your family were dissatisfied with:**

- a) 2 patients felt dissatisfied with the Reception staff at the Practice.
- b) 3 patients felt dissatisfied with the appointment system.
- c) 6 patients felt dissatisfied with the GPs at the Practice.
- d) 0 patients felt dissatisfied with the opening times at the surgery.
- e) 1 patient felt dissatisfied with the referral timescales to specialist services.
- f) 0 patients felt dissatisfied with the physical accessibility of the building.

Patients could choose one or more option.

The group went on to discuss each individual exit letter in more detail.

With only 7 responses received so far, it was agreed to carry on monitoring so that a proper analysis could be conducted.

4. Update on priorities for 2014/15

- a. Patient Education /support sessions**
- b. Access**
- c. Proactive care for over 75s**

Jacky advised that we are creating a working group for proactive plans, Ken has agreed to take part in this. The patient education sessions could be trialled in with the over 75s. Access will be reviewed once the new GPs are in place.

5. Wellbeing Update

Jacky wanted to share information to the group about a training event for Wellbeing staff to become Primary Care Navigators for dementia. The training is for them to become advisors for staff and carers who are struggling. They will be there to navigate not solve, and give advice as to places people can go. It is nationally recognised that there are lots of places we and GPs aren't aware of. The government is giving funds aimed at patients with memory problems or dementia. To begin with this is aimed at dementia but may go on to long term conditions later.

The training is about to start in Halton for Wellbeing in all Practices.

6. Patient suggestion/comments box:

There was one comment in the suggestion box.

1. Re waiting time to see a specific GP.

Jacky advised that unfortunately the GP in question was on leave at the time.

7. AOB:

Extended hours – Jacky handed out a new leaflet to each of the group for their approval, she advised that this leaflet is to advertise and let our patients know about changes to the Practice opening hours. The changes will also be advertised on the Plasma and on our website too. We are currently looking in to advertising through Halton Community Radio but there may be reasons that we cannot do this. Ken thinks that the extra hours outside of working hours is a good. Sydney asked if these appointments will be available to anyone? Jacky advised that although we are introducing these appointments to accommodate working people anyone can book these appointments, they will not be held back for specific people. Tony Bamber asked what the outcome would be if he woke up at 7.15am one morning needing to see a GP urgently, if he called the surgery would he be offered one of these appointments? Jacky explained that these appointments are pre-bookable and not kept for urgent requests, she also explained that telephone contact will still be from 8.30am any caller before this time would be advised by our automated message to call OOH. Jacky informed the group that sometimes these extra hours will be covered by one GP or one nurse but sometimes both.

Ken feels that the 7am start will work well as you would only come in at this time if you were desperate, he feels this is definitely an improvement, the rest of the group agree with this. Jacky shared with the group that if the extended hours doesn't work then we can stop, the rest of the group agree.

John asked if these appointments can be booked online? Jacky advised yes but only with the GPs not with the nurse. The nurses appointments can be different lengths of time depending what the appointment is for, the Practice hasn't worked out a way of us doing

this yet. We will be changing our appointment software soon and we will take another look at this again to see what we can do.

Nurse Appointments – Sydney asked why patients can't book nurse appointments 3 months in advance? Jacky explained that the reason for this is because of nurses booking leave or training, the Practice would not want to book a patient in for an appointment and have to call back and cancel due to leave or training being booked on that day. Jacky also feels that some patients may forget about their appointment due to it being so far away.

Bus Timetable – John asked if the Practice could put the Hospital Shuttle Bus Timetable back on the wall in the waiting room, Jacky advised that the previous one had been taken down as it was no longer up to date. John offered to pass a up to date copy in to the surgery.

Post meeting note: John brought in a copy this has now been placed on the wall in the waiting room.

Elaine retiring – Jacky informed the group that Elaine one of the Practice Health Care Assistants will be retiring at the end of July. Elaine started work at the Practice 29years ago and will retire just 2 weeks short of 30years service. Jacky shared with the group that Elaine has lots of stories from the Practice from many years ago which she has shared with Jacky. The group reminisced about the old days at the Practice sharing their stories with each other. Jacky feels that these stories should be shared with the public and that maybe we could somehow invite patients to add their stories to our website.

Appraisals – Sydney wanted to know if the GPs are appraised? Jacky advised that yes they are by other GPs who are trained to do appraisals, GPs also have to be validated to make sure they are up to date. During a GP appraisal the GPs have to bring good feedback and complaints. The Practice takes no part in this.

Replacement for Dr Meda – Jacky informed the group that they have now offered placement to two young, relatively newly qualified GPs. One has been offered a permanent job and the other for one year. We will also be getting a registrar who will see patients on his own but will be mentored by Dr Allen.

Letter – The Patient Group received a letter from the daughter of one of our patients. The letter was to inform us about an issue they have had with our discharge/hospital prescription process. The group discussed the process in question and it was agreed that the Practice would respond to this letter.

8: Date of next meeting:
Thursday 24th July 2014 at 5.30pm