



GROVE HOUSE PRACTICE

Patient Group Meeting: 24th July 2014

Attendees:

Tony Bamber (Chair)
Ken Ramsden
Christine Owen
Tony Hayes
Earle Ryan (Part)
Edward Rawlinson

John Lawrence
Sydney Broxton
Jacky Slator
Toni Johns
Oli Gomersall

1. Apologies:

Joanne Hughes Mandy Devine Deborah Kelly Sharon Hearty
Ann Turner Culverhouse

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

Ken asked if we have begun the extended hours, Jacky advised yes appointments can now be booked from 7am Wednesday, Thursday, Friday and till 7.30pm on a Thursday. Jacky advised that we have received an e-mail from Halton Community Radio with an example of a couple of their advertisements, unfortunately we are unable to open the e-mail at this time as we do not have the software. Oli shared that he has done something similar to this before with Halton Community Radio so Jacky suggested that we could deal with them through Oli, he feels that we could frame the advertising around the Practice Building and that you can do the advertisement over the phone rather than going to the radio station.

3. Exit Survey Results

No exit surveys received.

4. Update on priorities for 2014/15

Proactive care for over 75s

Jacky shared that Ken kindly attended the meeting to develop services for the over 75s, held on the 3rd of July at the Practice as a representative for the Patient Group. Jacky informed the group that from this meeting there were 4 actions/ideas for her to share with the group.

- Dedicated telephone advice slots with a GP or nurse
- Annual pro-active telephone call to the patient if we have not heard from them in 12 months. Oli has agreed to do these telephone calls. Tony Bamber shared that the Practice used to call the patient if they hadn't been in contact for 12 months and invite them in to see a GP. Jacky advised that yes this was done before she joined the Practice.
- Education/support sessions

Jacky shared that the Practice is looking into holding 4 education sessions spread out over 12 months aimed at patients with different needs, such as the following:

- 1) Patients with memory problems – we will continue to focus on patients with memory problems.
- 2) Patients with Diabetes – To help patients who have diabetes or impaired glucose intolerance to manage better.
- 3) Bereaved ladies (Widows) – To help with finances, DIY etc. There is currently a similar service for men at Halton Haven called 'men in sheds'. Tony Bamber shared that he went to the official opening of 'men in sheds' as he has been involved with the Haven for the past 30years. It is aimed at anyone who has suffered bereavement or depression, Tony Bamber had a friend who was lonely and lost and this helped him greatly. Tony Bamber advised that the workshop can indulge in what you want to do for example 'learn to cook'. Jacky suggested that we could think about doing a session for patients who are on their own.
- 4) Patients who are at risk of falls – To help educate them on what they can do and how we can help.

Jacky explained that the sessions could involve a mixture of speakers, stalls, fun and exercise. The sessions don't have to be held here and they could end with a singing lesson, dance lesson etc. Tony Bamber shared that choirs are very popular, older people remember music and patients with Alzheimer's or memory problems can remember a tune. Oli advised that Wellbeing are running an event called Music & Memories, they play instruments etc and are visiting Care Homes at the moment. Tony Bamber asked if they would think about going to Halton Haven, as he feels it would help patients who are dealing with loss or are at end of life. Oli thinks this is definitely something worth him mentioning.

Sid shared that he thinks the letter that has been sent out to patients to inform them of their dedicated GP is very good but he asked if he has to book with that specific GP when making an appointment? Jacky advised Sid 'no' he doesn't have to see his dedicated GP he can book an appointment with any of our GPs but all paperwork, prescriptions, results etc will go to his dedicated GP. Jacky shared with the group that each patients dedicated GP shows on the patient's medical record.

Jacky asked the group for their views. Ken feels that we should start off with a letter to patients over 75 to inform them of what we are proposing and that the idea is to improve the health and wellbeing of our patients over 75. Ken asked how long Wellbeing will be going for as he doesn't feel it is a good idea to have them involved if it is going to end. Once the patients are used to contact with a GP or the Practice then slowly bring in the rest like Wellbeing but after we have got the patient settled. Jacky asked how can we get our patients settled? Ken advised that we could invite them in with a relative/carer to see a GP first. Jacky advised that an initial discussion with a GP would not be a 10 minute appointment and as we have over 900 patients over the age of 75 this could take us years and we don't want to miss out on the opportunity to do things now. Jacky suggested a group visit with a GP but without clinical discussions. Ted feels it would be worth having a dedicated conversation with patient's named GP, and Tony Bamber feels that the patients could also be offered appointments with the Practice Nurse instead as some patients might have a good relationship with a nurse. Tony Bamber advised that what we are proposing is getting our patients to discuss things they don't feel they can discuss with others and aim at giving them a better quality of life. He thinks the problem with staying at the age line of 75 is that other patients below this age will have the same issues and we would have to turn them away from these services. He feels that there should never be an age barrier and maybe we should start with the over 75s first but then extend it downwards. Jacky explained that the age limit is a government idea.

Sid feels that we need to look deeper and that patients also need to be responsible for their own health. Tony Bamber recommended that the Practice writes to the patients first and then decide whether or not they want to invite the patients in.

Ted thinks that once we have decided what we want to do we should put up a notice to say here is what we offer. Oli advised that we also want to get patients in to the Practice who are well so we can help with prevention.

Ted mentioned a group called Halton Older People's Empowerment Network (OPEN) he asked if anybody else in the group had heard of this as he is on the board and he would like to see this group grow stronger, Jacky suggested that they could be invited along to one of our education sessions and set up a stand. Ted shared that we are far behind in funding in Halton, he feels that we need to be more aware of what's going on and that we get this organisation going. Ken feels that the government have a habit of funding these things and then they take them away. John advised that he has never heard of OPEN, Jacky thinks that there may be a lot of organisations locally that we are not aware of.

Ted feels that we need to make sure we are taking this information to other forums, the CCG are trying to do this but they need to encourage other patients to get involved. Tony advised that the problem is you will never get a group of 30/40 people to agree on anything, the best we can do is to have a go at the things brought to our groups attention. We should let the PPG+ know what we are doing, and that we are getting involved with Wellbeing etc.

Jacky advised that we need to agree on education sessions so we can start pulling ideas together, we can then advertise these sessions at the flu clinics as this will be the best time to advertise.

The group feel that education sessions are reasonable and the following actions were agreed:

- Jacky and Oli to get together to discuss details
- Arrange a session for the over 75s
- Send out invites to see how many will attend
- Include carers and relatives
- Arrange a stand for OPEN
- GPs to take part
- Hold session on a Saturday
- Advertise session at flu clinic
- Home in on all over 75s regardless of their condition
- Aim to arrange session for the end of September
- Include tasters

Earl Ryan joined the meeting

Ted feels that some patient feels isolated and have no family, Oli agrees and advised that this is why he wants to contact these patients.

- Survey for patients who are 75 and over to find out if they are happy with the services.

Jacky feels the survey may not be necessary now as we can ask patients at the education support sessions.

5. Wellbeing Update

Doctorpreneurs – Oli advised that we have had 2 ideas from this Practice:

- Women on their own (as discussed earlier)
- Under 16s who can't access exercise.

Oli advised that one will definitely go ahead, possibly both.

Referrals – Oli shared that referrals to him from the Practice are going well.

Events – Oli passed out leaflets and shared brief details of some upcoming events:

- Astronomy for men – Free 6 week course, just for men at the moment but will see if ladies are interested.
- Wow event – two hour event about rediscovery.

For more information on upcoming events with Wellbeing Enterprises go to www.wellbeingenterprises.org.uk

Oli shared that these events are for all residents in Runcorn.

6. Patient suggestion/comments box:

No comments

7. AOB:

PPG+

Ted advised that he recently attended a meeting for the PPG+ when he arrived the meeting had been cancelled due to low attendance, Ted feels that the meeting should not be cancelled just because people don't turn up. Sid advised that he only wants to focus on our practice. Tony feels that after 3 cancellations in a row people get fed up. He feels that it is becoming clear that they want these meetings controlled by their officers and this is stopping patients from going. When sat in the meeting you wonder what you are doing there. Ted asked who is in charge of PPG+, Jacky advised that Des Chow runs PPG+. Ted will contact Des Chow direct regarding the PPG+ meetings

FFT

Jacky informed the group that the FFT pilot has now finished. The FFT will start again in December this time it will run across all Practices. Jacky advised that she will discuss this in more detail at the next meeting.

Petition

Jacky shared the details of a petition which is a campaign around public practice, this petition is being run by the Royal College of General Practitioners. She advised the group that all staff at the practice have signed the petition but feel that we do not want to force anyone to sign it. The petition is basically about funding cuts which are causing some Practices to fall over, meaning patients have to go to other Practices.

Sid thought that this was what the CCG were all about, he asked don't they do anything about this. He feels that we should give patients some angle of what we are offering before they sign as patients would want to know. Jacky advised that she will find and pass on the link from a website about what Andrew Lansley's vision was for the NHS and how it ended up.

Post meeting note: Jacky passed the link on to Toni which shows what the original vision was for the NHS and what we've ended up with. <http://www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england>

Action: Toni to distribute the link to the Patient Group members.

Purple Book

Ken shared that he found the Purple Book interesting and he feels that the other patient group members should see it. Jacky advised that the second session will be held on the 6th of September if any of them would like to attend.

Apologies for next meeting

Sid sends his apologies for the next meeting.

8: Date of next meeting:
Thursday 25th September 2014 at 5.30pm