



# GROVE HOUSE PRACTICE

## Patient Group Meeting: 23<sup>rd</sup> October 2014

### Attendees:

Sydney Broxton (Chair)	John Lawrence
Ted Rawlinson	Oli Gomersall
Sharon Hearty	Jacky Slator
Christine Owen	Toni Johns
Ken Ramsden	Joanne Hughes

### 1. Apologies:

Tony Bamber    Deborah Kelly    Tony Hayes    Earle Ryan  
Ann Turner Culverhouse    Mandy Devine

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

Saturday morning Flu Clinic – Syd shared with the group that he felt the Flu Clinic the Practice held on the 11<sup>th</sup> October was brilliantly organised. He found that the form was simple and he was in and out really quick. He thought that people would be queuing out of the door but they were going straight in. Ken shared that the Practice gets stick when we do it wrong but no praise when we do it right. Jacky shared with the group that 455 patients had their flu injection on that day. Ted shared that he thought the clinic went very well and that other Practices did it without filling in forms but he felt whatever was quicker for us. Jacky advised that the way we organised the clinic worked better for us.

Review of appointment system – *see comments below*

FFT – The group have agreed that they are happy with the 2<sup>nd</sup> question and Jacky will bring a copy of the FFT to a meeting when it is ready.

### 3. Exit Survey Results:

Due to Tony Bamber (chair) not being present at today's meeting no exit surveys were received.

### 4. Update on priorities for 2014/15 (see action plan update):

#### **a. Patient education/support sessions**

Jacky advised that there has not been a lot of progress since the last PPG meetings but she will still be speaking to Oli about rolling it out across other Practices. Jacky advised that the next session may be a clinical based one and could be based around Asthma patients or possibly diabetes/IQR (pre diabetic). Realistically this would probably have to be next year. Even if this was a clinically based session it could still be a similar format to the last session we held. Eg market stalls and educational speakers. We could also use the clinical rooms as we did last time. Sharon asked if we used to run Asthma clinics, Jacky advised that we haven't done this for a long time as the clinic times weren't suitable for everyone. Syd thinks that people with chronic illnesses should learn to self-regulate,

Jacky advised that the sessions will offer support on information on how to help themselves.

Oli shared with the group the recent idea through Doctorpreneurs from Dr Allen. The idea is to bring women living alone together and help them, this could be financial advice, DIY etc. Oli advised that this idea has been linked with 'Age UK' Christine asked why 'Age UK' Oli shared that this is because they have a financial advisor who can help with advice on financial issues, online banking etc. Christine shared that she has taught women's groups in the past as she is a DIY fanatic. This was things like showing how to put a shelf up etc. Oli has agreed to have a chat with Christine about her getting involved, the group think this would be a fantastic idea. Christine shared that some of these jobs can be a lot easier than you think and a lot of women on their own are tired of waiting for builders to come and do simple jobs. Jacky agrees and thinks some women are also afraid of being conned. Sharon feels that this idea should include diet advice, especially for elderly women. She often hears a woman on their own saying they can't be bothered to cook just for themselves. Christine also thinks that including running groups would be a good idea.

#### **b. Access**

Jacky advised that the new appointment system and online service was up and running at the beginning of October. Jacky advised that patients can still phone up for an appointment but it is really simple to book appointments online and the new online system is a much better than the last one. Jacky feels that we should wait a bit longer till more people have registered online and then review this again. Unlike the old system the new online service requires the patient to register online and then the patient needs to bring identification into the surgery to book more than one appointment or order prescriptions. Jacky shared that we have now turned off the automated system on the telephone as there were a lot of issues with it. There is now only 2 options either cancel an appointment or speak to a receptionist. Syd asked if there is still queue's when calling, Joanne advised that yes there is still a queuing system but we do try to keep the lines free. Jacky advised that the queue's will become less as more people use the online services.

#### **c. Proactive care for over 75s**

Jacky advised that we haven't arranged the next meeting yet but we will set a date for that as soon as possible.

### **5. Wellbeing Update:**

Oli had some amazing news to share with the group, Wellbeing have won a national award for being the health and wellbeing innovators for 2014. The group shared that they are very pleased to hear this and wished Oli and the Wellbeing team congratulations. Oli handed out flyers and shared the details of Wellbeing's upcoming events:

Philosophy for Men – *please see attached flyer*

This group is not exclusively for men and is a 5 week course run by Oli.

Syd asked Oli if there was a cost for these events and Oli advised that no all events are free.

5 ways to Wellbeing – Learn to boost your wellbeing in 5 easy fun sessions.

Christmas Extravaganza – Oli shared that he will be dressing up and taking part in this and it will be a family themed nativity.

Oli shared that he will be dressing up for Halloween too.

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

No comments

## **7. AOB:**

- Letters from patients

John wanted to share with the group a concern he had involving one of our patients. A patient had come in to the Practice with a letter for the GP from the hospital, he handed the letter to the receptionist who then opened the letter in front of him. The patient felt that the letter was private and confidential and should not have been opened by the receptionist but given to the GP. Jacky advised that all letters that come in from the hospital have to be opened by staff as all hospital letters are scanned on to the patients clinical notes which is where the GP will view it. This is all confidential and how the Practice processes letters. Jacky and Joanne agreed that maybe the situation could have been handled better. Syd advised that he has been in the same situation with hospital letters but he presumed that they need to be opened and that all staff are under confidentiality. John felt this was an issue as he has been in a situation in the past in a previous Practice where patient confidentiality was broken.

- Patient Group recruitment

Jacky wanted to discuss ideas for recruiting new members to the patient group. Jacky suggested that a member of the patient group could come along to the Practice on a day when Oli is here, they could set up in the front foyer together to promote the group and speak to patients. Sharon kindly agreed to do this on behalf of the patient group. Sharon shared that she was asked by reception if she would be interested in joining the group. Jacky advised that she also asks some patients who put a complaint in to the Practice. Joanne shared that anyone over the age of 18 should be allowed to come along and give their opinion and Sharon agrees that it would be nice to see some younger people at the meetings. Jacky wonders if patients aren't interested in joining the group because the meetings are held in the evening, she asked the group if they felt this may be the problem. Christine advised that she doesn't know where she will be from day to day so evening meetings are better, Ken agrees that evenings are better for working patients. Syd feels that we need to get workers in so he also agrees that evening would be more suitable. It was agreed that the meeting times would remain the same but could be reviewed in a future meeting.

**Action: It was agreed that Oli and Sharon would meet at the Practice at 10.30am - 11.30am on Thursday 30<sup>th</sup> October to recruit new members.**

**Action: Sharon to feedback information at the next meeting regarding patient group recruiting.**

**Action: Toni to create a display before 30th October for patient group recruitment.**

Ken advised that we should be informing patients what the purpose of the group is, Syd advised that one purpose of the group is to feedback to management any patients comments or concerns. Ken thinks that the advert for patient group on the plasma is not quite right with the bubbles he thinks it should be kept simple, just need to drive home what we are here for. Ken is also worried about attendance of the group and why people who join don't stay. Ken also thinks it would be a good idea if a GP could attend meetings. Syd agrees that this would be helpful. Jacky advised that Practice opted against a GP coming to all the meetings as some people tend to defer to what the GPs

opinion is. Ted feels that we get views from patients and complaints and that the GPs don't need to be here all the time.

Jacky shared that we were one of the first patient groups in Halton. The group has now been running for 9 years. There was a remit of other groups and they have all evolved differently and are doing different things.

- PPG+

Ted advised that he hasn't received any contact from Jacky for Des Chow so he could speak to him. He has asked if Jacky will pass his concerns on to Des on his behalf.

**Action: Jacky to pass on Ted's concerns as discussed at the last meeting to Des Chow.**

- VPG (Virtual patient group)

Sharon asked how the VPG is going? Jacky advised that it is still there but has not been active since Sharon Williams went on maternity leave. Sharon Williams will be picking this back up now that she has returned.

**8: Date of next meeting:**  
**Thursday 20<sup>th</sup> November 2014 at 5.30pm**