



GROVE HOUSE PRACTICE

Patient Group Meeting: 20th November 2014

Attendees:

Sydney Broxton (Chair)	Sharon Hearty
Ken Ramsden	Terence Watkinson
Ann Turner-Culverhouse	Joanne Hughes
Tony Hayes	Toni Johns
John Lawrence	Dave Wilson
Ted Rawlinson	Sue Ellison

1. Apologies:

Tony Bamber	Christine Owen	Earle Ryan	Deborah Kelly	Jacky Slator
Mandy Devine	Oli Gomersall			

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

Timing of meetings – The group discussed changing the times the patient group meeting are held. It was agreed that they would hold the first meeting of 2015 at 2 – 3pm on the 22nd January.

Action: Discuss at next meeting and finalise times for future meetings.

Patient Group recruitment – Sharon shared that she spoke to patients across all ages, those that were not interested at the moment still took the time to listen to what the group is all about and took information for future reference. Syd asked what re-actions she got from patients, she advised that patients were polite and willing to listen, some patients were not aware of the group. Ann feels that telling patients about the group and that we exist is a good result. As a new member Terence shared that he seen a leaflet and decided to come along today. Sharon feels that it is difficult to get patients to join but she does feel it is worth repeating the recruitment, she also feels it was good to team up with Wellbeing to do this. Sharon would be happy to do this again.

Action: Discuss at next meeting.

3. Halton Healthwatch: GP Access Survey results

Dave Wilson (Communication and Information Officer) and Sue Ellison (Volunteer) from Halton Healthwatch introduced themselves to the group. They shared with the group that Halton Healthwatch set up in 2012 under the Health and Social Care Act. Halton Healthwatch is there to act as a consumer voice, to sign post and give feedback. They meet the public, gather views and see what is working well.

In April 2013 they began to look at basic services ie GP Practice's, Dentists etc. They ran a survey for patients across 17 surgeries in Halton, this ran from the beginning of April to the end of June 2014 and they received a total of 491 responses. The survey report is now finished and has been published this has already gone to the CCG, NHS England, and local MP's etc. The survey results will be fed back to members of the public in the form of a leaflet, they will also be published on their website. Dave brought along the survey report booklet and talked through the results with the group *please see attached*.

Action: Dave to supply the Practice with copies of the report booklet for each member of the patient group, members can then collect their copy from the Practice.

Dave shared that there are 72 organisations that deal with complaints, they aim to help spot where things can be improved. Healthwatch would like to see a simplified way of making complaints.

Dave informed the group that two Urgent Care Centres will be opening in 2015, one will be located in Widnes and the other will replace minor injuries at Halton Hospital.

Ken shared that people he knows would know about Halton Healthwatch, Dave advised that they do try to put a piece in the paper once a month. Ken feels that we should advertise through the electronic plasma at the Practice and possibly hand-outs as he feels there is a lack of contact with public. Ted advised that he is a member of Halton Healthwatch and he hasn't received any feedback, Dave advised that they had some IT issues when they relocated but it is now fully up and running.

Terence asked Dave what is it that Halton Healthwatch are hoping to achieve from this survey? Dave advised that they want to give patients a voice and help to improve services across Halton. He advised that they are a legal entity and they have the power to enter hospitals, pharmacies, surgeries etc and they can ask questions. Ken shared that he would like Healthwatch to come back in a few months to see what effect they have had, he would also like to know the actions that come from this survey. Ann feels that there is a weakness in the smallness of the survey responses, she feels that the survey our Practice ran a few years ago had a received more responses, then as a group they were dealt with.

Action: Jacky to add survey report to next meeting agenda for discussion.

Action: Jacky to Invite Halton Healthwatch to come back to patient group meeting in March.

Dave left details of the Musculoskeletal Event/programme *see separate sheet*

Syd thanked Dave and Sue for attending the meeting this evening.

Dave Wilson and Sue Ellison left the meeting

4. Friends & Family Test: Final details

Toni handed out draft copies of the FFT leaflet and questionnaire to the group. Joanne asked if the group were happy with these, the group agreed that they are.

5. Wellbeing Practice Update

No updates

6. Patient suggestion/comments box:

3 comments received

- Unsuitable waiting room chairs
- New online software
- Prescription box notice/message

To view these comments and responses please see the comments folder in the Practice waiting room

7. AOB:

John informed the meeting that he would like to pass on his apologies for the next 3 meetings.

8: Date of next meeting:
Thursday 22nd January 2015