



GROVE HOUSE PRACTICE

Patient Group Meeting: 22nd January 2015

Attendees:

Sydney Broxton (Chair)	Sharon Hearty
Ken Ramsden	Terence Watkinson
Ann Turner-Culverhouse	Christine Owen
Ted Rawlinson	Mandy Devine
Jacky Slator	Dave Austin (visitor)

1. Apologies:

Tony Bamber	Earle Ryan	Deborah Kelly	Joanne Hughes	John Lawrence
Tony Hayes	Oli Gomersall			

2. Initial Message from Patient Group Chair – Tony Bamber

Jacky reported that Tony has decided to resign as Chair of this Patient Group. Ann explained that, as vice-Chair, she is not interested in the position of Chair, although she is happy to continue as vice-Chair. A discussion ensued as to how best to fill the role

Action: Jacky will send letter round to all members of the group to ask who is interested in taking over the role and bring nominations to next meeting.

3. Visitor: Dave Austin

Dave explained that, apart from being the Chair of the Brookvale Patient Group, he is a lay member of Halton CCG, involved with the development of PPG Plus (Patient Participation Group Plus). He explained that PPG Plus is an initiative aimed at giving Halton GP Practice Patient Groups the opportunity to get together and share best practice. He stressed that the aim is not to dictate to individual groups what they should or should not do – but more help groups to learn from each other (some groups are very small and struggling).

Dave also explained that, by working together, he hoped that the voice of patients – through the Patient Group members – could be heard better “further up the tree”. He feels that Patient Groups will be very much involved in developing local GP strategy in the coming years and the CCG are keen to get feedback from patients on the strategy which is about to be published.

He is hoping to breathe new life into PPG Plus and the next meeting is on Wednesday 11 March at 1pm in the Karalius Suite at Widnes Stadium and he is encouraging our members to attend. For further details please see www.haltonccg.nhs.uk.

Dave also talked about Big Health Day – an event taking place on Thursday 5th February at Widnes Stadium. Among other things, they will be trying to break a Guinness Record for the most people exercising together on video - this part of the event takes place at 11am on the pitch for 10 minutes (and only involves light exercise!). All attendees will get a free ticket to the match on at the Stadium that evening (Widnes vs Wigan).

Action: Group members to consider attending the next PPG Plus meeting on 11 March and Big Health Day on 5th February.

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

- a) Timing of meetings – Jacky explained the difficulties with booking the meeting room between 2-3pm on a Thursday afternoon. There was a discussion about options

Action: Agreed to keep all meetings between 5:30 and 6:30pm, as now. Toni to circulate dates on her return.

- b) Patient Group recruitment – the meeting felt that Grove House already has a strong Patient Group and, although it is always good to welcome new members there is a limit on the number that can comfortably fit around the meeting table. Jacky explained that the Practice was actively re-starting the VPG currently and a number of Members commented that they thought the recruitment leaflet was very good.

Action: Agreed to re-consider a recruitment drive for the Group later in the year.

5. Update on Priorities for 2014/15

- a) Patient education/support sessions: Jacky explained that she has put together a pilot project, based on the work the Practice has already done in this area, to set up patient education/support sessions on an ongoing basis across Runcorn. This pilot project has formed part of the CCG's bid for the Prime Minister's Challenge Fund (see: <http://www.england.nhs.uk/ourwork/qual-clin-lead/calltoaction/pm-ext-access/> for details – you will need to scroll down to the bottom of the page!). We should know if we are successful before the end of March and therefore it makes sense to hold fire on this area of work until we know more.
- b) Proactive care for over 75s: Jacky explained that, after the innovative (but sadly, poorly attended) session we ran in September, this work has stalled slightly and the working group has not yet been able to meet. The Practice is still keen to continue with this and she hopes to be in a position to continue during February.
- c) Access: Jacky shared with the meeting a printout she has taken from NHS Choice website comparing local GP Practices (the screen you see when you search for a GP Practice near WA7 1AB). The figures make the Practice look poor compared to neighbours because we are said to be “among the worst” with only 66.2% of patients who recently completed the NHS National survey saying they would recommend the surgery.

Jacky explained that the National Survey is a big questionnaire sent randomly to patients (see <https://gp-patient.co.uk/> for details). She had taken a quick look at the individual results and wondered if it could be related to access issues. The Practice is going to do a further more in-depth analysis of the results but the meeting discussed other, short-term options.

Action: Jacky to prepare a draft patient survey for next meeting which attempts to get better understanding of why patients are marking us down for this indicator.

Action: Jacky to look at re-introducing SMS Text reminders for appointments

5. Wellbeing Practice Update

In Oli's absence, agreed to defer until next meeting.

6. Patient suggestion/comments box:

3 comments received

- Please reinstate text reminders for appointments – Practice already looking at this
- Please can we have children's toys or something for them to do in the waiting room – Practice to look at what might be possible, from an infection control point of view
- Please can we ensure that the wheelchair space in the waiting room is kept free – Practice to keep an eye on the chairs in the Waiting Room to ensure they are not moved to block the space.

Action: Jacky to respond to all 3 comments on behalf of the group

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

7. AOB:

- a) Agreed that the Group should recognise Tony Bamber's excellent contribution over the years.

Action: Jacky to bring a card for signing to next meeting and all Group members to consider a suitable gift from the Group, to be agreed at next meeting.

- b) Christine would like to get the Practice involved in teaching people that healthy eating does not mean compromising on taste and will bring home-made cakes to the next meeting to show how low fat, low sugar cakes can still taste good so that the Group can consider this idea further.

Date of next meeting:

Thursday 19th February 2015 5:30pm to 6:30pm