



GROVE HOUSE PRACTICE

Patient Group Meeting: 19th February 2015

Attendees:

Sydney Broxton (Chair)	Terence Watkinson
Ann Turner-Culverhouse	Christine Owen
Ted Rawlinson	Tony Hayes
Sharon Hearty	Joanne Hughes
Jacky Slator	Oli Gomersall

1. Apologies:

Earle Ryan	Deborah Kelly	John Lawrence	Christine Owen
Mandy Devine	Ken Ramsden		

2. Matters arising from minutes/actions of previous meeting:

Nomination form for the new Chairperson of Grove House Patient Group was circulated to all members before today's meeting. Several members expressed that they would like to nominate Sydney Broxton as the new Chair of the group, Syd also nominated himself. The group, together with Syd agreed that he would take on the role.

- Qualitative survey

As previously explained to the group in the last meeting, the NHS Choice website compared local GP Practices and Grove House Practice was shown to be poor compared to neighbouring Practices because we are said to be 'amongst the worst' with only 66.2% of patients who recently completed the NHS national survey saying they would recommend the surgery. Jacky explained that we want to know why? The Practice has decided to run a survey, this survey will involve Health Watch Halton and may be a face to face questionnaire. Jacky handed out a draft copy of the questions to the group *please see attached*. Jacky and the Partners would like to find out the reasons behind the Practice reputation.

Syd feels that the questions on the survey are appropriate.

Ted thinks it may be good idea for the group to ask patients the questions however, Jacky is concerned that patients may think the group are biased. Jacky is unsure at the moment but thinks that she may need to send letters out to patients to let them know that Halton Health Watch may get in touch as she is not sure if the survey may be done via a telephone call, Jacky will be speaking to Health Watch Halton to confirm whether it will be carried out face to face or via telephone. Terence agrees that the survey is complicated on paper and that the survey should be spread over the different age ranges.

The group agreed that they are happy to go ahead with this survey, and that the Practice should keep the group updated.

- New website

Sharon Williams who is dealing with the redesign of the website recently forwarded on the draft website to the members of the Patient Group and the Virtual Patient Group for them to give their views.

Ann shared that she feels the new website is very impressive, impactful and modern. Her overall impression of it was good.

Jacky advised that the new website will go live in March.

Dr Wilson joined the meeting

3. Contract changes – update from Dr Wilson:

Dr Wilson advised the group that 17 years ago the Practice entered into an alternative contract: PMS (Personal Medical Services). During those 17 years all Practices under the PMS contract received extra money to develop services and the contract is now being reviewed. There are 14 Practices affected in Halton but this is a National issue. NHS England has advised that any money taken from PMS contract holders will be retained in Primary Care. Dr Wilson estimates this could amount to £1 million for the Halton Practices.

The CCG currently have bids for other development funds (eg. Prime Minister's Challenge Fund) but we don't yet know how this will be distributed. We are aware that other areas like Liverpool and Bolton are funded to the tune of £92 - £96 per patient. Halton is currently around £82 per patient.

Syd asked what implications will this have on the Practice? Ann speculated that this will take away flexibility. Ann asked if NHS England have implied it will go back into social care? Dr Wilson advised that it will go back in to the CCG but we don't yet know how they will use it or how it will be spread across services.

Dr Wilson would like to see this exercise delayed for a good year or so, so that we can look at what/better services we can offer and how best to use the funds in Halton.

Ted advised that all patient groups from all Practices should put pressure on the CCG to not do anything until we have time to make a plan, he feels it is important that we involve different organisations. Syd advised that patients should be made aware of what is going on so that they understand that any decisions made by the Practice are because of this.

Action: Jacky to write a paragraph for the patient group to share at other meetings.

4. Tony Bamber:

Dr Wilson shared with the meeting that he has recently seen Tony Bamber and that he presented him with the plaque from the Practice and the patient group. He shared that Tony was speechless. Jacky handed round a thank you card for all the members present to sign, this will be sent on to Tony.

Action: Jacky to forward Thank You card to Tony Bamber.

Dr Wilson congratulated Sydney Broxton on becoming the new chair of the group and advised that he is more than happy to attend these meetings if the group invited him.

Dr Wilson left the meeting

5. Wellbeing Practice Update:

Oli advised that he has good news, Wellbeing have brought money into Halton with a new project 'Lead the Change'. This is a project to help social entrepreneurs. This involves Wellbeing distributing grants for any ideas that can help improve Health in Halton. Oli advised that anyone can apply for this.

Ann shared with Oli that Hazelhurst Studios do a lot of things but it is inaccessible. Oli advised that the grants are for £500 but they are for individuals though, he thinks that Hazelhurst are on the mailing list so they may have seen this project. The closing date for entries is the 27/02/15 and the idea is that the ideas progress and the maximum grant can then go up to £2,500. Ann will pass the information on to Hazelhurst. Oli shared that an idea from one gentleman was to help people with dementia, the gentleman is 12 years since diagnosis and he feels that he can help anyone who is newly diagnosed.

Oli shared that there is another project starting in 2 weeks' time which means that young people in Halton can now also be referred to Wellbeing.

Oli shared that Dr Allen's idea – 'Independent Women's Group' is going ahead, this will involve Citizens Advice Bureaux who will advise people on household budgeting and finances. There will also be advice on DIY and awareness of scams.

Oli shared that the Living Well project has started, this is to help people with long term conditions.

Music and Memories has also started, they will be working with local libraries on this.

To view all events and courses go to <http://www.wellbeingenterprises.org.uk/book-a-place/>

6. Update on Priorities for 2014/15

- Patient education/support sessions

Jacky advised that the Practice is still waiting on the results for the Prime Ministers Challenge Fund bid and we would like to wait to see how successful we are with this before we make any more plans.

- Access

Jacky advised that the new survey will contribute to this. Jacky also advised that Dr Rees will only be at the Practice until August and unfortunately we will lose some appointments because of this she is not sure if there will be any more funding.

- Proactive care for over 75s

Jacky advised that 8.4% of patients invited for an over 75's health check have been in for an appointment, when including patients that regularly come in for an annual check anyway this total is 82%.

7. Patient suggestion/comments box:

1 comment received

Patient advised that they waited 45 minutes to get through on the telephone.

Jacky feels that the Practice should reply to this comment as she will need to look in to this in more detail, the group agreed.

Action: Jacky to reply to patient comment.

8. AOB:

Childrens toys in waiting room – Original issue is with infection control, Jacky felt that cleaning of the toys would be difficult. Terence advised that he recently seen a hand steamer product on TV which will eliminate up to 99% of germs. Jacky advised that she

has downloaded information to show the GPs but she would also have to speak to the cleaning company to check they have equipment to do this.

Action: Jacky to speak to GPs and cleaning company.

Date of next meeting:

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