



# GROVE HOUSE PRACTICE

## Patient Group Meeting: 19<sup>th</sup> March 2015

### Attendees:

Sydney Broxton (Chair)	Terence Watkinson
Ted Rawlinson	Christine Owen
Sharon Hearty	Tony Hayes
John Lawrence	Mandy Devine
Jacky Slator	Oli Gomersall
Toni Johns	

### 1. Apologies:

Earle Ryan     Deborah Kelly     Ann Turner-Culverhouse     Ken Ramsden  
Joanne Hughes

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

Contract changes - Jacky advised that all Practices got together and had a meeting, all but 3 Practices are affected. The LMC put a letter to NHS England to advise them that although we understand the process it is not workable within the given timescale therefore, the LMC have asked for a delay so that a process can be worked out and patients don't suffer. We are still waiting for a response to this letter from NHS England. The original date to submit was 13<sup>th</sup> March but the letter was sent instead.

Jacky advised that she has put information in writing for the patient group to share at other meetings, but she is waiting for Dr Wilson to agree this letter before distributing to the group.

Comment box suggestion from previous meeting – Patient who waited 45 minutes to get through on the telephone: Jacky advised that she hasn't done this yet but she will look in to it and follow it up.

**Action: Jacky to reply to patient comment from previous meeting.**

Childrens toys in waiting room – Jacky advised that she is still to speak to the GPs regarding this issue.

**Action: Jacky to speak to GPs and cleaning company.**

### 3. Report on priorities for 2014/15:

Jacky reminded the group that last year the Patient Group and the Practice agreed on 3 priorities and that every time the group has met since then we have updated them on the progress we were making. She advised the group that the Practice has to report to NHS England on how we have done, and that this has to be done by the end of March. If agreed the patient group will need to sign off the report today. Jacky handed out a copy of the report to each member present at today's meeting.

Jacky talked through each section of the report with the group *see report attached*

Section 1 of report – Develop/Maintain a PPG

Jacky advised that most of our patients are White British which means that this group is well presented but we have and will continue to try to get the views of our younger

patients using the Virtual Patient Group. During the next financial year we will try and recruit younger patients to the group. Christine shared with the group that she has in the past asked a family member who is 22years old if they would be interested in joining the group but this family member feels that the group is for older people, Christine feels that this is probably the general thoughts from this age group as they don't have need. Syd feels that most patients under the age of 30 don't have medical problems and that they are thinking more about their family and children etc. Jacky feels that things have changed and some of the problem may be that the younger generation doesn't seem to ask the older generation for advice anymore, long ago young adults would ask their parents or friends for advice but nowadays they tend to come in and see GP instead. John feels that youngsters don't feel that adults know anything anymore. Another member of the group also shared that they have in the past asked a young male if he would like to join the group but again he commented that he wouldn't want to go to the doctors so why would he want to go to the group meetings.

### Section 3 of report – Priority areas

#### Priority area 1

Jacky updated the group on the Health Checks for patients over 75, of the invites sent out a further 74 came in for a health check .

*See action plan for further updates*

#### Priority area 2

Jacky advised that the fact that the initiative has gone in to the Prime Minister's Challenge Fund bid is a good reflection of the success of this. Terence asked if the bid is successful will that money come to the Practice, Jacky advised that they might pick out parts they like and parts they don't but if successful the initiative will be spread out to all of Halton not just this Practice. The bid has been put forward by the CCG on behalf of all Halton Practices.

*See action plan for further updates*

#### Priority area 3

Jacky advised that the introduction of the changed online services did cause issues but this is now robust. Christine asked Jacky what exactly a registrar and a locum is? Jacky informed Christine that a registrar is a fully qualified GP but part of their post training is to do a certain amount of years at different Practices and Hospitals. At our Practice a registrar is overseen by Dr Allen. A locum is a fully qualified GP but is not employed by the Practice.

Jacky has spoken to Healthwatch Halton about doing a survey and she is just waiting for them to get back to her with information on cost etc. Terence asked why would we have to pay? but Jacky is not sure if we will have to yet, Terence thinks that it is important how we keep a track on Practice costs. Terence feels that if the survey is held at the Practice it will get a different response, Jacky agrees with this and this is why the Practice wants Healthwatch Halton to run a survey and not the Practice.

*See action plan for further updates*

**Action: Jacky to bring the response from Healthwatch Halton once she receives it.**  
**Action: Jacky to bring the response from the Prime Ministers Challenge Fund bid once we receive it.**

Previous years

Jacky advised that we will continue to talk about access at the Patient Group meetings.

Ted advised that he would like to bring Mental Health to the group as he is fed up of getting nowhere at other meetings, he feels that promises are made and nothing gets done. He feels isolated because he can't use the internet and people are ignored if they can't. Jacky thinks that the GPs may agree that there isn't enough in Halton but it is out of our hands. Ted also feels frustrated about getting help so he can help others.

Christine has heard that Halton has been given a pot of money for Mental Health issues but Jacky advised that she is not sure about this. Oli shared that there has been a lot of switching over with Bridgewater contract change over, but he isn't sure about money being given. Terence heard that 1 billion is being put in to Mental Health be he thinks this must be National.

**Action: We will agree priorities for the group to work on next year at the next meeting.**

Section 4 of the report – PPG sign off

All the members of the group present here today have agreed they are happy with the report. The report was signed by the chair of the patient group Sydney.

#### **4. Wellbeing Practice Update:**

Oli passed around copies of the Wellbeing feedback report and talked through it with the group *see attached*.

Oli passed around copies of the upcoming programme of activities organised by Wellbeing *see attached*.

One of the activities is Positive Parenting, Christine thinks this is a good idea as it is a universal course.

Syd asked what the Mindfulness Course is about and Oli advised that is about living in the current moment as people spend so much time living in the past or future. It explores using your senses to connect with the present.

OG shared that the attendance to the courses is much better compared to this time last year and they have now started to split some courses in to two, to accommodate people. He shared that location of the course can make a difference to attendance and that they do take in to account bus timetables, parking etc when they are arranging the courses. Oli advised that all members of the group should feel free to sign up for any courses they can do this via the website or speak to him if interested. Christine and Sharon advised Oli that they would be interested in the first aid course.

Regarding advertising Oli advised that he tries to rotate the timetables for the courses on the board in the reception area and that they do put advertisements on the boards in community centres. There will also be a link on the new Grove House Practice website once this goes live.

OG shared with the meeting that he is going in to a more Children In Need job role, this won't affect the work that he does at Grove House though. He will be working with young children with Mental Health needs to elevate pressure on the Mental Health services. He agrees with Ted that Mental Health issues should be brought to a future meeting.

Syd asked if Oli is attached to Grove House, he replied that he is not employed by Grove House but he is attached to the Practice ie he has appointments here but it is the CCG that commission Wellbeing Enterprises.

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

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

No comments received.

#### **6. AOB:**

Prescription process – Terence advised that he recently had a problem with a prescription order. Terence was due to order a prescription but when he tried to do this he was advised that he needed a medication review, he was under the impression that someone from the surgery would contact him to do a medication review when this was due as this is how it has been dealt with in the past. Jacky and Mandy informed Terence that it wouldn't be the Practice that would contact him regarding this and that it may have been the pharmacy he spoke to, the Practice wouldn't normally do this as the Practice has too many prescription orders for us to ring all patients that are due a review. On the white side of the prescription there is a review date for medication and generally it is the patients' responsibility to check this review date and then contact the surgery to book a medication review. Terence advised that he has definitely received a call from us in the past when a review is due and he also feels that the Practice should contact patients when there has been a change in their medication.

**Action: Jacky to look at prescription problem for Terence and get back to him as necessary.**

Mental Health – The group feel that this is something they would like to look at in a future meeting.

**Action: Jacky to add Mental Health to next month's agenda.**

**Date of next meeting:**  
**Thursday 23<sup>rd</sup> April 2015 5:30pm to 6:30pm**