



GROVE HOUSE PRACTICE

Patient Group Meeting: 23rd April 2015

Attendees:

Sydney Broxton (Chair)	Terence Watkinson
Ken Ramsden	Ted Rawlinson
Ann Turner-Culverhouse	Jacky Slator
Tony Hayes	Joanne Hughes
John Lawrence	Toni Johns

1. Apologies:

Earle Ryan Deborah Kelly Christine Owen Sharon Hearty Mandy Devine
Oli Gomersall

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

Childrens toys in the waiting room – Jacky updated the group regarding this issue, she advised that a local organisation has been in touch to let us know that they have acquired some funding and they have offered to supply us with some toys for the waiting room. Terence asked if the toys would be easy to clean? Jacky advised that she has been told they are infection control proof and easy to keep clean, they will mainly be wooden toys and they won't have small parts than can be taken away. The organisation will be coming back to the Practice in about a month's time. Jacky shared that the Practice is also considering removing the leaflet table in the waiting room and the group suggested that we have a wall hanging board to display leaflets.

Healthwatch Halton – Jacky advised that she hasn't heard back from Healthwatch Halton yet but she will update the group as soon as she does.

Action: Jacky to bring information to the group from Healthwatch Halton when she receives it.

Prime Ministers fund – Jacky advised that the bid was successful, and that £1.6 million of funds would be going to the CCG, the fund is non-recurrent funding for this year only. The idea for one of the successful bids was from our Practice which is to provide support/education sessions to patients. Other successful bids included: Trialling extending opening hours at GP Practices, working with local pharmacies and trialling health, IT solutions. Each of the above projects put their bid forward and were successful, the total amounted to £1.6 million.

There will be an initial meeting early May and Jacky will bring more information to the group after this.

Action: Jacky to bring information to the group after initial meeting.

Ted shared that he has been involved in a project called Green Deals. This project is aimed at sustainable homes for the future and they are currently trying to get grants for this. Our CCG didn't attend the recent meeting in Leeds but other Clinical Commissioning Groups did. The project is about making a better future. Ted advised that he is going to speak to our CCG about it as he feels that globally it is an advantage and he feels that the CCG's input would help. Jacky feels that if we can link it to preventative patterns it could make a difference to Health Services. Aside from the

money above Ted feels that the CCG have the money to do it and it would improve the social conditions people live in.

3. Priorities for 2015/16:

Jacky asked the group what specific things they would like to work on for the year ahead. Ann feels that access is ok, she has never had any problems and that she books her appointments online. Terence feels that it is difficult to see the same GP as sometimes you can wait a while if you want to see the same GP, other than this he thinks access is good. The group feels that access should still stay as a priority. Ann feels that we should also keep the over 75s as a priority as we have only had one event so far. Terence thinks that if we run the education/support session for the over 75s again that maybe we could arrange transport for those that have no way to get to the location, he shared that he would be happy to volunteer some of his free time to help with this.

Ted feels that Mental Health should be a priority. Ted shared some of his experiences with the Mental Health services with the group. He feels that the services can be very difficult to access and that patients aren't always aware of what services are on offer or what they need to do to access them. He feels that sometimes this can be very frustrating. Ken asked if it would be possible to bring someone in from Mental Health to one of the Patient Group meetings to explain how all the services link together. Jacky advised that there will be someone at the CCG commissioning services who deals with Mental Health so she can look in to someone coming in to the June meeting.

Ted shared his recent experience with Advocate Sarah Rowland from MIND he feels that Advocates are good and that their function is very important, but there is not enough funding for them. Joanne feels that a lot of patients can lose their way with services. Jacky asked if an Advocate attached to the Practice would be useful? If so, she wondered if this might be another project to trial via the Prime Ministers Challenge Fund.

Action: Jacky will speak to the CCG regarding someone coming in to June's meeting and about Advocates as she feels this could be something we could work on.

Syd thinks that the Advocacy idea is good.

It was agreed that the priorities for 2015/16 would be:

- 1) Access
- 2) Over 75s
- 3) Mental Health

4. Wellbeing Practice Update:

No update at this evenings meeting as the Wellbeing representative Oli sent his apologies.

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

5. Patient suggestion/comments box:

2 comments received.

- Patient who would like to discuss more than 1 problem during a consultation.

- Check in screen information regarding GP running on time sometimes misleading.

To view patient comments and responses please see comment response folder in the Practice waiting room.

6. AOB:

Peak Pharmacy (took over the lease at St Pauls Pharmacy and Lunt's Pharmacy) - Ann advised that she would like to make the Practice aware that there have been a lot of hiccups from Peak Pharmacy (previously St Pauls), she has been told by other patients that the pharmacy is blaming GPs when prescriptions aren't ready and she knows that this is not the case through her own experiences.

Housebound services are not the same since it has been taken over as they will not take responsibility for key codes meaning medication can't be delivered to those patients who cannot open the door. St Pauls are battling patients back to the surgery and Ann shared that it isn't getting any better and that the talk through the town is that it is happening, both to Tower and Grove House patients. The 2/3 days turnaround is now longer due to this. Ann wanted to make the Practice aware of this as there were no problems before it was taken over. Joanne advised that we weren't aware this was happening.

Action: Practice to look in to this issue.

Report 2014/2015 – Syd shared that he read the report more thoroughly and he feels that a lot of work went in to this and that it is very good.

Dr Sprott – Jacky advised the meeting that sadly Dr Sprott will be leaving the Practice at the end of August due to family priorities. She feels that patients will be very sad to see her go as she is a capable and caring GP, the group agrees with this. Dr Rees who has been here for the past year and currently works part time (3 days a week) will increase to full time hours when Dr Sprott leaves, Dr Rees will take over most of Dr Sprott's patients. Dr Rees was employed after we received funding to give extra time for the GPs to do extra work, this funding will carry on for another year, we will receive confirmation of this by the end of May, and may then be able to recruit a further temporary GP.

Jacky asked the group how they think we should communicate Dr Sprott leaving to our patients? Ken doesn't think that we need to inform all patients in writing. Ann feels that we should make it clear to patients that she is leaving straight away, Syd suggested informing patients on the plasma screen in the waiting room and the rest of the group agree. Terence thinks that if a patient has a Care Plan in place that they should be advised in writing, Jacky agrees with this, she also thinks that we should inform patients who are over 75 in writing.

Rita Blackmore (Practice Nurse) – Jacky informed the meeting that Rita will also be leaving the Practice at the end of May, Rita has another job in a Practice in Warrington and we will be looking to replace Rita too. Terence feels that with the changes in staff we should inform patients that we are doing our utmost to replace them. Jacky advised that we have had some good locums in the past but we have also had some not so good ones and that using Locums can impact on continuity of care which is why we try not to use them.

NHS Choices – Terence advised that he has recently been on the NHS Choices website and noticed that there were 3 comments on there that we have not responded to.

Action: Jacky to look in to this.

Post meeting note: There are comments on NHS Choices – 2 of them are from 2011 or earlier and we don't think we can now respond effectively, 1 of them was a criticism which we had already responded to and the 4th was a recent compliment which we have now responded to. Thanks to Terence for pointing this out.

Apologies for future meetings – Ann, Jacky and Ted passed on their apologies for the next meeting.

Prescription printout of repeat medication – John shared that he recently picked up his prescription, he noticed that his repeat medication was not printed on the white left hand side of the prescription and that it was blank, he advised that he needs this to order his medication next time. Joanne does not know why this has happened as she has not been made aware of this problem before.

Action: Joanne will look in to why this has happened.

Date of next meeting:
Thursday 28th May 2015 5:30pm to 6:30pm