



# GROVE HOUSE PRACTICE

## Patient Group Meeting: 28<sup>th</sup> May 2015

### Attendees:

Sydney Broxton (Chair)	Terence Watkinson
Ken Ramsden	Joanne Hughes
John Lawrence	Toni Johns
Earle Ryan	Oli Gomersall

### 1. Apologies:

Ann Turner-Culverhouse      Tony Hayes      Christine Owen      Ted Rawlinson  
Deborah Kelly      Sharon Hearty      Jacky Slator      Mandy Devine

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

Sharon passed on her apologies for this meeting but asked for the following information to be shared:

*Sharon advised that she attended the Mental Health First Aid course and she really enjoyed it, she is now waiting for her certificate in the post.*

Halton Healthwatch – Jacky is not present at today's meeting so we have no update today but the action will be carried over to the next meeting.

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

Prime Ministers Fund - Jacky is not present at today's meeting so we have no update today but the action will be carried over to the next meeting.

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

### 3. Priorities for 2015/16:

Oli advised that the Prime Ministers Fund now has a working group set up to see how the funds will be allocated for the projects selected. Our idea for the Pro-active Health (education sessions) will be moving away from the over 75s to include younger people as well. This will benefit people all over Halton not just Grove House patients.

Ken feels that we should be making patients more aware about Prostate Cancer, particularly certain age groups. Ken doesn't feel that there is a big drive regarding this and that it only comes up now and then. He shared that Prostate Cancer is ranked as the 3<sup>rd</sup> most common cancer. Joanne advised that there has been a change in the nursing team and we now have a male nurse called Simon. Simon is keen to look at men's health and he may feel that this is something he might like to take forward. Earle shared that he felt the Wellman Clinics were a good idea and that he is a big believer in prevention. Earle feels that younger people in their 30/40's should be having blood tests and that through personal experience his cancer was discovered through routine blood screening. Earle also shared that men aren't screened for breast cancer and he feels that they should be even though there is only a small proportion of men who are diagnosed with this. He does feel that a male nurse will help. Joanne advised

that she agrees with this as we only have 1 male GP at the moment, however from a national screening point of view this would be hard but we could take a look at this. Syd shared that a few years ago GPs were mainly male and that women had to see a male GP, he accepts that it is hard to see a male GP at the Practice and that we have to go and see a female. Terence feels that we should have a split of GPs, equal male to female GPs, He also feels that it can be a problem for young men to go and see a female GP and they may put off making an appointment because of this. Joanne explained that the candidates that were suitable for the vacancies were females but that may change in the future if we were to employ more GPs. Earle shared that you have to look at the ratio of how many male to female GPs are qualifying.

Terence feels that Skin Cancer should also be included in the education sessions. Syd thinks that men's health should be a priority for 2015/16.

**Action: The Practice will include education around cancer screening and men's health to the priorities for 2015/16.**

Regarding Dr Spratt leaving the Practice Syd asked who would be taking over from her, Joanne advised that Dr Rees will be taking over as a permanent GP at the Practice and that she will take over most of Dr Spratt's patients. The Practice feels this is good as she has already been here for 12 months. Joanne also informed the group that Dr Spratt may stay as a supply GP after August.

Ken asked if we would be replacing Dr Rees's position, Joanne advised that we are looking in to this.

Syd asked what the maximum ratio for GPs to patients is? Joanne advised that it is currently 2,000 patients per GP and that we work to a 5.7 full time equivalent. Joanne also advised that clinical rooms also pay a part in it and that at maximum capacity today we didn't have a spare room and that we have to take this in to consideration. Syd shared that he understands that it is not just about GPs it is also about rooms as well.

Ken asked if we will be keeping the extended hours, Joanne advised that yes we are for the rest of the year and we are not getting as many DNA's as we used to.

Access – Joanne informed the group that we will be trialling Web GP, this is a form of communicating through the internet service and patients will be able to ask a GP a question via e-mail and the GP can respond to this. This will begin in August for 6 months and it is a way of increasing the channels of communication between a patient and a GP.

John asked if we will be able to book nurse appointments online soon? Joanne advised that we can look in to this.

**Action: The Practice to look in to booking nurse appointments online.**

Syd shared that he feels electronic prescriptions are good, Joanne shared that a lot of patients are using this method but not all of them.

Joanne informed the group that we are keen to start repeat dispensing electronically. Instead of the patient going to or contacting the Pharmacy each month the GP can send 12 month's supply to the Pharmacy and they will hold this each month. The GP can pull the prescription back at any time if anything changes, they can make the changes and then send back to the Pharmacy. Joanne shared that there is a big drive to improve repeat dispensing as at the moment Halton only has a 3% intake. This service will free up patients free time. Patients will still need to have a review of their medication with a GP. Earle advised that he uses this service and he goes to the Pharmacy every month and his medication is ready to collect he feels that it also frees up GP time. Earle shared that he is happy with this service.

Syd shared that sometimes patients can end up with stacks of medication, Joanne advised that the patients chosen Pharmacy should be contacting the patient each month before they dispense medication.

*Post meeting note: The GPs have confirmed that repeat dispensing is not suitable for everyone and they will invite patients to get involved accordingly.*

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

Oli shared with the group that he has now changed his job role. He now works with 10 – 15 year old children with Mental Health Issues. He is now only Wellbeing Officer for Grove House.

Dementia Session - Oli shared that Jacky and himself will be holding a Dementia training session on the Thursday 25<sup>th</sup> June at the Old Police Station, 6-7pm, this session is available to anyone. He advised that Jacky is a Dementia Champion and that the aim is to turn Halton in to a Dementia friendly community. This session should help people to understand how this disease affects people and how they can help. Oli feels that this course will help people support family and friends better. Oli also advised that if you think someone may be showing signs of Dementia you should encourage them to go and see their GP.

Oli handed out flyers to the group detailing upcoming events/activities and new Wellbeing app, he advised that all courses are free to the public:

- Creative Music Making – 5 week free course full of musical fun.
- Ignite your Life – A feel good event.
- Wellbeing App – Volunteer to help develop a free app for people who use mobile phones.

Oli also handed out a copy of the Community Wellbeing Practice e-bulletin for May 2015.

Doctorpreneurs – Oli shared that this has been launched again this year. £500 will be awarded to successful ideas.

Scams – Earle shared that he has concerns about people being caught out by scams, he feels that the people doing these scams are very plausible and professional and that people are losing thousands of pounds. Oli shared that the last Doctorpreneurs project helped women by giving them advice about scams.

Safe in Town – Oli shared that Wellbeing is a part of this and that there are a few shops signed up around the Town.

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

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

1 comment received.

- Patient would like childrens toys in the waiting area.

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

**6. AOB:**

ICE (In Case of Emergency) – Earle shared with the group that adding ICE to your contact list on your mobile phone is a good idea, this is something that can help the emergency services to make contact with your emergency contact if needed.

**Date of next meeting:**  
**Thursday 18<sup>th</sup> June 2015 5:30pm to 6:30pm**