



# GROVE HOUSE PRACTICE

## Patient Group Meeting: 18<sup>th</sup> June 2015

### Attendees:

Sydney Broxton (Chair)	Edward Rawlinson
Ken Ramsden	Sharon Hearty
Ann Turner-Culverhouse	Terence Watkinson
Tony Hayes	Jacky Slator
John Lawrence	Toni Johns
Christine Owen	

### 1. Apologies:

Earle Ryan    Deborah Kelly    Mandy Devine    Joanne Hughes  
Oli Gomersall

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

Halton Healthwatch – Jacky advised that she had asked for a quote from Halton Healthwatch to do a qualitative survey, they got back to her but she doesn't think they want the work. It has been decided that we will put this on hold for the moment. Jacky also shared that she hasn't looked at NHS Choices recently but she will take a look before the next meeting.

Prime Ministers Fund – Jacky advised that the money from the Prime Ministers fund must be spent this year. We are taking the lead on the following 3 projects:

- a. Community Pharmacies—Ensuring residents understand the services they can offer and when to use them (including Care at the Chemist) Dr Forde is involved in this project.
- b. Improving IT – Offer e-mail appointments. Dr Wilson will pilot this soon and it will involve patients e-mailing a GP and the GP responding but Jacky is not sure of all the details for this yet.
- c. Influence demand of GP appointments – The aim is to educate/support patients on how they can treat themselves or seek advice from a Pharmacy etc before going to see a GP. This will also involve educating patients on staying well. Jacky is involved in this project and attended a meeting yesterday, some ideas to discussed were:
  - Children with issues (eg anger)
  - Young families and first time families, in particular
  - Older people

This project will involve working together with local agencies and charities and the aim is to reduce the demand for GP appointments.

Jacky shared that the Widnes Vikings are getting involved and are also working with Age UK.

This is for all of Halton, some Practices are involved but not all of them.

Sydney asked if we have to give the funding back if it isn't spend before the time frame provided, Jacky advised that the money will be spent within the time frame and that a lot of the funding will go in to extended access (ie increasing GP appointment supply).

Jacky shared that she has just read about a pilot held in Wigan for extended GP hours, they opened on a Saturday and a Sunday, Saturday only had 50% uptake and Sunday barely any appointments were booked so the pilot has come to an early end. Christine thought that the Saturday and Sunday hours would have been successful.

Nurse appointments online – Jacky advised that our current software won't allow us to book nurse appointments online because nurse appointments have various lengths of time required eg COPD review 30 minutes, BP 10 minutes and the software can't automatically allocate the correct time. Jacky advised that flu appointments can be booked online because they are a clinic but we stopped holding other types of clinics as they weren't suitable for everyone. Syd agrees with this he personally feels that he would not like to be tied down to a clinic and prefers that appointments are flexible he can book more than 2 reviews at the same time. The group agreed that nurse appointments should stay as they are.

Pharmacies – Terence advised that he spoke to his Pharmacy and informed them that he didn't want a specific item to be dispensed/delivered as he didn't need it but the Pharmacy told him that they still had to deliver it. The group feels that the Pharmacy is passing the buck on to the patient and telling the patient to contact the Pharmacy each month when the Pharmacy should be contacting them. Tony shared that he has heard about delays at the Pharmacy next door and that some people have had to wait 30 minutes for their medication, they feel this is poor service. Ann shared that the Pharmacy are passing the buck for errors and blaming the Practice. Jacky explained that with repeat dispensing the Pharmacy should contact the patient but for normal repeats the patient should contact the Pharmacy. Terence still thinks that the Pharmacy should be ringing the patient each month and that it needs clarifying who should ring who with repeat prescriptions.

Tony asked if the patient should be given the white side of their prescription when their medication is dispensed, Jacky advised that the patient can ask for it.

### **3. Priorities for 2015/16:**

#### **a. Access**

#### **b. Over 75s (older People?)**

Jacky advised that we are about to start inviting all patients over 75 in for annual health checks.

#### **c. Mental health**

#### **d. Cancer screening/awareness**

Terence mentioned that after the discussion on cancer awareness at last month's meeting he felt that a card with signs and symptoms of various cancers ie prostate cancer, skin cancer would be helpful for patients, Ken agrees that this is a good idea, Ted also feels that if patients can look for symptoms they can be more self-aware. Syd thinks that this could be connected to the well man clinic. The group agrees with this.

**Action: Think about designing an information card of cancer signs and symptoms.**

#### **e. Men's health**

At the last meeting it was discussed that women's health is well catered for and that there should be more done for men, Ann shared that we shouldn't be discriminating male/female, but Jacky advised that women tend to come in but men don't, Ann is happy with this as long as it is not at women's expense. Following Tony Bamber's death Ken wondered if men were generally as aware as they could be about men's health issues and he felt we could do more to publicise.

Ann thinks that we should raise awareness that we now have a male nurse.

**Action: Jacky to work with Simon Jones (Practice Nurse) on a proposal starting with Prostate and bring back to the meeting.**

Christine suggested a big display on one of the walls in the waiting room, Jacky also thinks adding something to our website would be good for those patients that don't come in.

Ann also mentioned that many women over 70 don't realise that they can ring up to have a mammogram as women over 70 aren't routinely called up for these.

We now have 5 priorities for this year and the group are happy with this.

Jacky suggested that we ask the Practice Manager from Beaconsfield to come along to one of the Patient Group meetings. Jacky explained that their Patient Group is an active group, they do their own agenda, minutes and a couple of times during the month they go and spend time in the waiting room speaking to patients. Jacky thinks it would be a good idea for this group to come in and speak to patients and maybe hand out leaflets on cancer awareness. Jacky asked if the group would find this useful if they invited the chair of their group to come in and see them? Ted feels that this group runs well but this doesn't mean we shouldn't still speak to them, he is also aware of Beaconsfield patient group. Sharon advised that our group would still need input from the Practice and Jacky advised that we would still attend the meetings.

**Action: Jacky to speak to Beaconsfield Practice Manager.**

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

No updates due to Oli not being present at today's meeting.

Jacky reminded the group about the Dementia Friends session being held next Thursday 25<sup>th</sup> June.

Ann mentioned that she received an e-mail from Chris Carlin which mentioned our Patient group.

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:**

Shingles vaccination - Christine advised that she had heard an advert for the shingles vaccine being available for patients aged 70,78,79 and that she thought the age range

was strange. Jacky advised that there is only so much funding for this but it will eventually cover everyone, as it is being rolled out gradually.

Dates for PPG and CCG meetings – Ted asked about the meeting dates, Jacky advised that she only finds out about these meetings the week before but they should be on the CCG website.

**Action: Jacky will speak to Des Chow about meeting dates.**

Personal matters – Terence mentioned that he was speaking to Healthwatch a few weeks ago and they advised him that the members of the group should be able to bring personal matters to discuss in this meeting. Jacky advised that this has been discussed in a previous meeting in the past and it was decided that personal matters would not be brought up in these meetings. Syd advised that if it is a point which needs clarification then yes, otherwise no.

Prescription review dates – Ted brought in the white side of his prescription to show Jacky, he wanted to show her that the medication review date on his prescription is out of date.

**Action: Jacky will look in to this.**

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