



GROVE HOUSE PRACTICE

Patient Group Meeting: 23rd July 2015

Attendees:

Sydney Broxton (Chair)	Jacky Slator
Tony Hayes	Mandy Devine
John Lawrence	Toni Johns
Christine Owen	Oli Gomersall
Edward Rawlinson	Simon Jones
Sharon Hearty	

1. Apologies:

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

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

Halton Healthwatch – Sydney shared with Jacky and the group that he is worried that Halton Healthwatch don't want to do the qualitative survey/research for us, Jacky advised that it is more about them not having the time and resources to do it. Ted thinks that the Patient Group along with the Practice should do the qualitative survey/research, Jacky thinks this would be a good idea, however, she feels that patients may be more honest if they are speaking to an independent organisation. **The group decided to put this on hold for the moment.**

NHS Choices – Jacky shared with the group that we have received a negative comment on the NHS Choices website this week and they rated the Practice with 1 star. Jacky has responded to the comment, asking the patient to contact the Practice Manager but she is concerned that the comment is about a specific thing rather than about the Practice in general. Jacky may ask if the comment can be removed because of this. The group feel that people are down on all GP Practices at the moment.

Prime Ministers Fund – Jacky shared with the group that the Widnes Vikings (Rugby Team) will be launching some services very soon.

Prescription Review dates – Jacky informed the group that she spoke to the GPs about this issue and they advised that the emis system allocates the review date. GPs do review patient's medication but unfortunately they don't always tick the box to say that it has been reviewed. The GPs will be working on this but this will be an ongoing process.

3. CQC Visit

Jacky advised the group that the CQC are assessing GP surgeries around Halton in September. If the CQC choose to assess Grove House Practice they will give the Practice 2 weeks' notice.

On the day of the visit there is likely to be a CQC Inspector, Lay Person and a GP Inspector. They will arrive at 9.30am and the Practice will be invited to give a presentation. During the Inspection the Inspector will have access to everything. The Lay Person will want to speak to members of the Patient Group and also patients.

Action: Jacky will contact members of the Patient Group once we know the date of the CQC visit.

4. Priorities for 2015/16:

a. Access

Jacky advised that e-appointments will impact access and hopefully it will reduce demand. During the Practice September PLT the Practice will spend some time thinking about new ways we can offer GP appointments.

b. Over 75s (older People?)

Jacky advised that we would like to restart the working group and hopes that Ken will still be interested in being involved with this group. Ken can then feed information back to this meeting on updates.

Simon the Practice Nurse will be doing Health Checks for over 75's and we will be writing to patients through the year.

c. Mental health

Ted shared that talking to each other can help and that he knows of a voluntary group for this which is starting up. Jacky advised that it may be a good idea for him or them to get in touch with Chris Carlin as he deals with grants for small voluntary groups. The group decided that we would discuss Mental Health at a future meeting and that maybe Ted could think of the top 3 issues within Mental Health that he thinks we should look at and work on.

Action: Ted to have a think of the top 3 issues he thinks we could work on.

d. Cancer screening/awareness

Simon Jones (Practice Nurse) introduced himself to the Patient group.

He shared that he has looked at a few things and from this he has created a draft leaflet which he handed out to the group to take a look at. He has aimed the leaflet at the top 6 most common cancers:

Bowel

Male breast

Lung

Prostate

Skin

Testicular

He has also added some e-links on to the back of the leaflet one of which is the menunited website <http://menunited.prostatecanceruk.org/>

Simon advised that he is aware that he is not re-inventing the wheel and he sees himself as a facilitator as in, he is not creating the information just bringing it together and he is aware that not everyone can use the internet so a leaflet can be better for some people.

Tony suggested adding pictures to the leaflet of how men can do their own checks.

The group feel that compared to women there isn't much screening for men, there are some but these aren't routine like smears, mammograms etc and they usually need to be symptomatic. There is a routine screening for bowel cancer for both men and women. Simon's advice to the group and all patients is if they are worried about their symptoms they should book an appointment to be seen.

e. Men's health

Christine asked if we have had more males coming in for appointments now that Simon has re-joined the Practice but Jacky explained it is still early days and that Simon has only been here for 7 weeks. We may know more in a further 6 months.

5. Wellbeing Practice Update:

To view all events and courses go to:

<http://www.wellbeingenterprises.org.uk/book-a-place/>

Oli handed out copies of the upcoming programme of activities.

Oli advised that we currently have 3 ideas/suggestions for Doctorpreneurs of which we have to choose one option:

- a) Dr Hayes suggestion – gardening for patients who are suffering with depression.
- b) Dr Wilson's suggestion – IT skills (social media) for older people.
- c) Men's Health Promotion – Simon will have involvement in this, perhaps organise an event.

The group had a discussion about the 3 options and decided that they would like to focus on men's Health.

6. Patient suggestion/comments box:

No comments received.

7. AOB:

Halton Community Radio – Jacky shared with the group that she was interviewed on Halton Community Radio today by Chris Carlin from Halton Voluntary Community Action.

Named Accountable GP – Jacky advised that group that every patient has an 'Accountable GP' that GP is responsible for them and will deal with results/paperwork etc for that patient. The Government has asked all GP Practices to inform patients of who theirs is. Jacky passed out a draft copy of the summer patient newsletter which gives details about the Named Accountable GP. The Practice is unable to send letters to every patient due to the cost but patients are being informed in other ways ie informed verbally when they register, message on prescription amongst other ways.

Flu planning – Jacky advised that we are arranging 2 Saturday morning Flu clinic's on the 3rd and 17th October for over 18's. Various organisations from outside the Practice will set up stalls on both days for patients who want advice on other services. We are also organising a clinic on the 10th October for children between the ages of 2 – 17. The Childrens Centre has agreed to come along on that morning to set up games etc for the children.

E-appointments – Dr Wilson has agreed to pilot e-appointments at Grove House Practice. Patients will complete a form/questionnaire online, the GP will then triage the patient and decide what action to take eg. needs appointment, prescription etc. The Practice must respond to the patient within 48 hours. Jacky shared that this is national pilot and it is already taking place successfully in London, where they have found a significant amount of patients don't need to see a GP once doing this.

Action: Jacky agreed to bring more information/demo about e-appointments to the September Patient Group meeting.

Terminology – Ted wanted to make the group and the Practice aware that the terminology used in some medical organisations can sometimes be hard for patients to understand, he feels the words need simplifying. He advised that Des Chow has said he will take this on board. Jacky asked the group that if they find that our Practice is using words they don't understand can they let us know at future meetings.

Pharmacy – Ted shared that Pharmacies are still sending medication to patients that are not needed, he will advise them again not to send his.

John asked Jacky if we receive feedback from out of hours? Jacky advised that yes we do and that the information is scanned on to patients records.

Apologies for next meeting – Sydney has sent his apologies for the next meeting.

Action: Toni to check if Ann Turner-Culverhouse can chair the meeting on the 17th September.

**Date of next meeting:
Thursday 17th September 2015 5:30pm to 6:30pm**