



# GROVE HOUSE PRACTICE

## Patient Group Meeting: 15<sup>th</sup> October 2015

### Attendees:

Sydney Broxton  
Ken Ramsden  
Tony Hayes  
John Lawrence  
Edward Rawlinson

Terence Watkinson  
Jacky Slator  
Mandy Devine  
Oli Gomersall  
Toni Johns

**1. Apologies:** Ann Turner-Culverhouse      Christine Owen      Deborah Kelly  
Sharon Hearty      Joanne Hughes

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

Syd asked if it is only this Practice that is running the projects through the Prime Ministers fund? Jacky advised that we are leading 3 projects under the fund which are being piloted. There are 4 other Practices also piloting the e-consultations. Syd asked if the Health Visitors are part of this Practice? Jacky advised that they are not part of the Practice but they do work from the community side of this building.

### **3. CQC Visit (Presentation):**

Jacky brought up the CQC presentation on the plasma screen to show the group. She explained that 5 members of staff talked through different elements. The Practice chose 5 staff members to do the presentation to highlight that we work well as a team.

Syd shared that he found the CQC inspector that spoke to him very friendly and they wanted to know what the Patient Group thought of the Practice. Ken felt that the CQC had a good impression of the Practice so far. Jacky advised that she did get feedback from the CQC after they spoke to a few of the Patient Group members, and they thought that we had an excellent Patient Group who they feel that we could do more work with.

Jacky advised that if a Practice was to be given *Inadequate* then the Practice can be closed down but 80% of Practice's being inspected are getting *Good*, we have also heard that a local Practice is going to be awarded with *Outstanding*.

Ted advised that he attends PPG+ meeting and thinks that we are a good Practice.

Jacky advised that a lot was done on the day of the visit and since then the CQC have been in touch requesting further information. Hopefully we will hear back from them in 3 to 4 weeks.

Syd asked who funds the Practice? Jacky explained that we receive:

- 1) A contractual amount from NHS England.
- 2) Additional amounts for performance against basic indicators such as diabetes, Asthma etc these are known as QOF and the amount we receive is performance based.
- 3) Enhanced services such as INR clinics, extended access etc, these are voluntary services.

4) Private reports, medicals etc also bring in additional money.

Syd asked Where the CCG stand in all this? Jacky advised that the CCG are taking over contracts from NHS England who will still hold the contracts but will be run by the CCG. We are currently on a PMS contract (Private Medical Service) but there is also another GP contract GMS (General Medical Services) the Government want to bring the 2 inline gradually over the next 3 to 5 years.

Ken is quite interested in how the funding works as he would like to know what it does for patients ie more services provided by hospitals. Jacky thinks that she may be able to arrange for someone to come in and talk to the group about funding if they are interested. Ken and the rest of the group think this is a good idea.

**Action: Jacky to arrange someone to come in and talk to the group about funding.**

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

##### **a. Access**

No updates at the moment.

##### **b. Over People**

Older People Working Group Meeting to be held on the 28<sup>th</sup> October, Ken will be attending this meeting as a representative for the Patient Group alongside several members of staff.

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

Regarding Advocacy specifically for patients with Mental Health issues, Jacky thinks there may be funding available through the Prime Ministers fund she has been in touch with the Wellbeing Manager to see if they would be interested in getting involved. Jacky should have more information on this next month and will bring further updates to the next meeting.

Ted shared that the Advocate that he deals with is not properly trained and that she is run of her feet, however he does feel that she does a good job. He feels that Advocates and Counsellors are the most locally needed when it comes to Mental Health but both need to be trained first.

##### **d. Men's Health**

Jacky advised that the Men's Health booklet is now ready to distribute to patients if the group are happy with this, we will also add this booklet to the website. The group are happy with the booklet but Terence asked if we could update the booklet to show the Urgent Care Centre details.

**Action: Toni to update booklet to show Urgent Care Centre details.**

#### **5. Patient Group Recruitment (Saturday flu clinic):**

Jacky shared that we are doing another flu clinic on Saturday 17<sup>th</sup> October and if the group are happy we will hand Patient Group Recruitment leaflets on the day. The group are happy for us to do this.

#### **6. Wellbeing Practice Update:**

Oli shared with the group that the BBC are coming out to film him with regards to Young People's Mental Health. This is Children in Need funded and nothing to do with the Practice but he wanted to share this with us. He thinks it will be aired regionally.

Programme of activities –

Mental Health 1<sup>st</sup> Aid course – this has now finished but will come around again.

Twiddlemuff Sewing – This is aimed at people with Dementia.

Living well – This is aimed at people with long term health conditions.

Oli advised that the amount of people who are being referred to him have gone up. Ken asked do the results show improvement for the patient? Oli advised that they ask people to fill in a form at the start and end of courses so they can monitor for improvements. The figures show a 67% reduction in symptoms of depression through some courses.

The remit is to improve the health and wellbeing and to help people stay well, anyone can go along to any of the courses. It is preferred that individuals book in advance for the courses so they can cater for the right amount of people on the day. You can ring Wellbeing to book on to a course or book online.

To view all events and courses go to:

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

Syd asked if the issue was for example emotional reasons how would that work? Oli advised that the patient would be referred to Wellbeing if the person referring thinks they are suitable, Wellbeing would then schedule a 30 minute appointment with the patient to determine if they are suitable for their service or whether they need to be referred to a different service ie counselling, weight monitoring etc or need advice of places they could go, it would be down to the individual and what is right for them.

Referrals are not only done by GPs they can also be referred by the Police, Nurse etc.

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

1 comment received.

Patient asked if we could have more plants in the waiting room to make it more pleasant, also asked for more waste bins. The group discussed this comment but agreed that at this time the Practice is unable to add plants or additional waste bins due to the lack of space. The Practice did have a large plant in the waiting area but unfortunately this was removed to make space for childrens toys as asked for in a previous comment.

*For all comments and responses please see comment folder in the Practice waiting room.*

### **7. AOB:**

Antibiotic Guardian – Jacky handed out copies of an *Antibiotic Guardian Leaflet* explained that we are going to put this out in the waiting room and on the website. Anyone can sign up to be a guardian. The leaflet explains the threat from antibiotic resistance is very high in certain parts of Europe. In the future we may get an infection from a simple operation but could die because we have become resistant to antibiotics.

Facebook – Jacky reminded the group that we now have a Facebook page and if they would like to receive regular updates they should view the page and *like it*.

Practice news – Jacky advised that she will be stepping down as Business Manager as of the 31<sup>st</sup> March 2016. Joanne Hughes, the current Deputy Practice Manager will be taking over the role from April 2016. Jacky will be staying at the Practice but on reduced hours and she may possibly be doing work with the CCG.

Intermediate Care Services – John just wanted to make sure everyone was aware of this service. The service is there to help people when they are discharged from hospital and they are based in Halton.

**Date of next meeting:**  
**Thursday 19<sup>th</sup> November 2015 5:30pm to 6:30pm**