



GROVE HOUSE PRACTICE

Patient Group Meeting: 19th November 2015

Attendees:

Sydney Broxton (Chair)	Sharon Hearty
Ken Ramsden	Terence Watkinson
Tony Hayes	Jacky Slator
John Lawrence	Oli Gomersall
Christine Owen	Toni Johns
Edward Rawlinson	

1. Apologies: Ann Turner-Culverhouse Deborah Kelly Joanne Hughes
Mandy Devine

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

CQC – Jacky informed the group that the CQC results for Grove House Practice have now been publicised. Grove House has rated as ‘Good’. The Practice received ‘good’ in all areas assessed and nothing requires improvement, but we were close to ‘outstanding’ on a lot, but we didn’t quite step over the line. Another local Practice was given the result of ‘Outstanding’. The group discussed that each Practice can have different CQC assessors, but they should all follow the same guidelines and that the result of ‘good’ means that the Practice has something to aim for the next time we have an inspection. The next inspection will be in 3 years unless anything changes before then. Jacky advised that the CQC are looking for the impact of good ideas. This means we need to get better at measuring the before and after, this is something we can look at together in the coming year.

Jacky advised that all Practices in Halton will be assessed by the end of March 2016. Ted thinks it may be a good idea to ask other Practices about things they do. Jacky shared that once all the Practices have been assessed there will be a sharing session around CQC.

Jacky asked the group if they could go on to the CQC website and take a look at our result and the other local Practice results, and if they see anything we could work on could they let Jacky know.

Terence thinks that the Practice should thank all the staff for their involvement. Jacky shared that we held a thank you lunch for all staff today.

Enhanced services – Syd asked what extended services are? Jacky advised that they are NHS funded services outside the contracted service. Each Practice chooses which and if they want to do these and are paid accordingly. They are not compulsory.

Patient list size - Syd asked if Tower House have more patients than Grove House. Jacky advised that yes they do, they may have noticed that they have more GPs on the display board in the foyer but most of their GPs work part time.

Grove House has roughly 10,600 patients.

Tower House has roughly 13,300 Patients.

NHS Funding – Jacky has asked the CCG if someone could come in to talk about funding. Jacky thinks that they will do this as they could speak to all Patient Groups, but it will be in the New Year.

Texting Results – Terence asked if the Practice could send patients text messages for blood results? Jacky advised that most Practices have just got new software called Mjog. At the moment some patients who are entitled to, but haven't had a flu jab may have received a text asking them to press '1' if they don't want to have it. Jacky thinks that we can look at the blood results too.

Action: Jacky and Joanne to discuss text messaging for blood results.

3. Priorities for 2015/16:

a. Access

No update from the Practice at the moment but we will look at appointment statistics, DNAs etc in the New Year.

Action: Toni to bring appointment statistics information to the next meeting.

b. Over People

Survey – Jacky passed around a draft survey that she has been working on. At the last Over 75s Working Group the group talked about the cut off age for the services we may offer and decided that we may offer them to older patients under 75 as well. Therefore Jacky has aimed the survey at 'older people' rather than just over 75s.

The group discussed each of the 6 potential service suggestions on the draft survey to decide if they would all be suitable.

Of the 6 suggestions the meeting agreed on the following 4 for the survey:

1. A courtesy "check-up" phone call from a Nurse if we haven't heard from you for over a year.
2. Telephone reminders for your booked GP/Nurse appointments.
3. An "Over 75s" day in Runcorn with events and activities throughout the Town.
4. Education/support sessions around health issues affecting older people.

Jacky advised that if any new suggestions come from the survey we can look at them too.

Action: Jacky to update survey.

Ken shared that Suzanne Toner from Sure Start to Later Life came to the recent Over 75s Meeting and Ken thinks that Suzanne is a great link for services. Suzanne talked about arranging transport for people who are unable to get out and about on their own so they could attend an over 75s day if we were to arrange one. Ken advised that we will be looking in to this more at future Over 75s Meetings. Jacky will be raising the suggestion of a "over 75s" day for all of Halton at the next Practice Manager meeting.

c. Mental health

Jacky advised that she has spoken to the Wellbeing Manager about training Wellbeing staff as Advocates. The training is quite long and can cost as much as £2,000 per person but he has come up with some alternatives to this.

Ted advised that he is a member of a group which consists of 8 people and that they have drawn up a document that they would like Jacky to take a look at.

Action: Jacky to contact Ted to talk about this in more detail.

Ken feels that Mental Health can be separated in to two categories 1) Dementia, Alzheimer's 2) All other Mental Health in general. The group discussed the different areas of Mental Health to decide which areas they want to focus on. The group agreed that they want to cover all areas of Mental Health.

d. Men's Health

Jacky shared that she doesn't know whether the New 'Men's Health' Booklet has been a success with patients. The group suggested that the Practice draft a simple questionnaire and place this inside the booklet so we can get some feedback.

Action: Draft simple survey for inside booklet.

Jacky informed the group that we are now working on a 'Women's Health' booklet.

4. Wellbeing Practice Update:

Oli handed out copies of the Wellbeing yearly statistics to the group. He informed the group that this is how Wellbeing measure the services they offer. The statistics show that on average the patients who have used Wellbeing services have improved their overall wellbeing.

Oli handed out copies of all the Wellbeing courses running from Jan – March. Living Well – The 'Over 75s Working Group' will discuss this course at their next meeting as Wellbeing may be able to offer an additional course specifically for Grove House patients. This course currently runs for 15 people. People can be referred for this course or they can book themselves in by telephone or booking online.

Oli shared with the group that today will be the last Patient Group meeting he will be attending. We should meet his replacement at the next meeting. Oli has decided to focus on teenage mental health. The group thanked Oli for all his involvement with both the Practice and the 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:

Exit survey – One exit survey was received. The information completed on the exit survey showed that the patient had left the Practice to move to a Practice closer to their home. The patient felt that Grove House provides a quality service.

Thank you – Terence asked Jacky to thank the staff for the service he recently received regarding getting an urgent appointment. Tony also wanted to let Jacky know that he was happy with the service he received recently regarding a prescription.

Meeting dates for 2016

Action: Jacky and Toni to create a draft meeting date list for 2016.

Date of next meeting: Thursday 21st January 5.30 – 6.30pm