



GROVE HOUSE PRACTICE

Patient Group Meeting: 22nd March 2016

Attendees:

Sydney Broxton (Chair)
John Lawrence
Sharon Hearty
Deborah Kelly
Edward Rawlinson

Terence Watkinson
Jacky Slator
Julie Arrowsmith
Mandy Devine
Darren Shearer

1. Apologies: Ann Turner-Culverhouse Ken Ramsden Christine Owen
Joanne Hughes Tony Hayes

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

Minutes of last meeting agreed as true record.

Jacky introduced Julie Arrowsmith to the Group. Julie started working for the Practice a few weeks ago as the new Deputy Practice Manager and wished to attend the meeting so that she could meet the Group.

A new schedule of meeting dates was passed to the Group.

Sydney asked for an explanation for the change in the meeting dates and times. Jacky explained that the dates were changed, after a discussion at the meeting in January, to enable Sharon Williams to come back and work with the Group. Sharon does not work set days, so the meetings have been scheduled for days when she is in.

Sydney asked if the Group were happy with the proposed dates, all who attended were in favour and happy with the schedule.

Review at the end of 2016 to ensure everyone is still happy with this matter.

3. Wellbeing Practice Update:

Darren introduced himself to the Group and thanked them for having him. He explained that there has been a shuffle in Wellbeing, they have gone into smaller Groups and Oli has gone into management.

Darren explained that he can get the Group statistics as discussed previously, but he would need to know in advance. If any case studies were to be discussed then they would have to be anonymised and he would have to clear it with management beforehand.

Darren passed the Group the latest Programme of activities. Sydney asked if they receive any feedback from the attendees of the programmes. Darren explained that they

tend to ask people questions before they start the programme and then at the end also, this way they can see if there is an improvement. This is same with anyone they see at a one-to-one.

Jacky asked Darren if Wellbeing is still interested in doing individual things with Practices. Wellbeing used to do this, but now it seems to be more based around groups. Darren explained that yes, of course, if a Practice has something they particularly want to do they will help.

Sydney discussed a Group called 'Walking for Health'; it is for people who would like to get themselves fitter due to health issues. Darren will look into it as this may be something Wellbeing could use.

Edward discussed his concerns over Mental Health as Oli used to deal with any concerns he had regarding this. Darren said he or Oli are still there to help if need be and to contact them if he has any concerns.

4: Communication:

- a. New Deputy Practice Manager – See under matters arising.
- b. New Practice Nurse - Sharon Crowley will be joining the Practice as a junior nurse.
- c. New Healthcare Assistant – Nicola Webster, who has been with the Practice for many years as Receptionist, will be doing some hours as a HealthCare Assistant. She will be working on Monday's doing health checks. Gerry Doughty will be reducing her days, but not her hours.

5: Update on priorities for 2015/16

- a. Access – Online Services
- b. Older People – Living well course
- c. **Mental health – Dementia Awareness Week**

Jacky informed the Group that the Practice would like to do something for Dementia week which takes place 15th May – 21st May. Jacky explained that we would want to include different activities along with providers coming in throughout the week to raise awareness.

Darren explained that Oli has been great with dementia, so he will speak to him to see how they can help.

Sharon Williams passed out a draft Plan of Activities for the week and a plan of ideas. Jacky asked if the Group have any ideas for the week to please let us know. Sharon Hearty explained that the Halton Disability Partnership could help; we may want to speak to Sue Molineux.

Jacky explained that the Practice has also pulled together a leaflet for Dementia and memory loss which includes information and links to support services. Sharon passed a draft copy to each member.

Jacky asked the Group if they felt the leaflets the Practice are producing were useful. The Group felt that they were.

The Group discussed that at times the person with dementia is often forgotten and all help is geared towards the carers. Edward felt really strong about this, as he has been the person who feels that way and feels that the patient needs to be more involved in decisions being made about them. It was felt overall that there is something missing within Halton for mental health patients. Jacky explained that the locum nurse who is currently working in the Practice has mental health training, so maybe we could consider having someone like her within the Practice for one day a week who could offer services to our mental health patients.

d. Men's Health - survey

Sharon passed the Group an updated version of the booklet, due to Practice Nurse, Simon leaving we had to revise it and remove any mention of him from it.

Jacky explained that we are currently drafting a 'Women's Health' booklet, but we need a Clinician to read over it to ensure everything is correct.

6. Patient suggestion/comments box:

None to discuss.

7. AOB – future meeting dates/times

Sydney wished to share a recent article from the local newspaper regarding Tower House and their CQC inspection, and an article called 'Heath tops GP survey'. Grove house we are in the top half with 85/100%.

Jacky informed the Group that she will not be at the April meeting, but the group needs to have a think about priority areas for 2016/17 and discuss this at the next meeting. Sydney felt that we need to do something about early recognition of dementia as people who he knows have had a diagnosis and then had to wait a long time before a care package comes into place.

Jacky explained that the Practice currently does do memory checks for those over 65 who come in for a health check, but we could perhaps also do this for those who come for chronic disease reviews also.

The Group felt that the dementia awareness week the Practice is planning could be a starting point and gain some information so that we could put other things into place.

Date of next meeting: Tuesday 26th April
4.30 – 5.30pm