



GROVE HOUSE PRACTICE

Patient Group Meeting: 26th April 2016

Attendees:

Syd Broxton (Chair)
Deb Kelly (PPG)
Edward Rawlinson (PPG)
Tony Hayes (PPG)

Joanne Hughes (BM)
Julie Arrowsmith (DPM)
Sharon Williams (BPS)

1. Apologies: Ann Turner-Culverhouse (PPG)
Christine Owen (PPG)
Sharon Hearty (PPG)
Jacky Slator
Darren Shearer (WB)

Ken Ramsden(PPG)
Terence Watkinson (PPG)
John Lawrence (PPG)
Mandy Devine (RS)

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

Minutes of last meeting agreed as true record.

Syd asked what the difference is between a Practice Nurse and a Health Care Assistant. Joanne explained that it is the levels of training. Health Care Assistants will do clinics around Blood Pressures, Diagnostics, 24 Hour BP's and foot screening whereas a Practice Nurse will look after the overall care and two of them are also Nurse Prescribers.

Syd wanted to say that he feels the Men's Health Booklet is excellent. Sharon thanked him and explained that she is also working on a Women's Health Booklet, which just needs checking by a GP and also a Children's Health Booklet.

3. Communication:

- a. Longer Term Locum GP – Joanne informed the Group that the Practice has been looking to recruit a new GP, but the response has not been the best, this is not just locally it is a common theme nationally as GPs are waiting to see what the new contract will involve. Due to this the Practice put an advert out for a long term Locum GP and will have Dr Maria Tome working in the Practice for approx. 6 months. She will be working a Tuesday and Wednesday initially, but may also do the odd Monday and Friday. We also have Dr Dooley and Dr Brown working as locums in the Practice one day per week each.

Joanne explained that we still have a stable core group of GPs; the Locum GPs are there to bolster our GPs.

- b. Clinical Pharmacist – Joanne informed the Group that as part of a new Government scheme the Practice will have a Pharmacist who will come in to assist our GPs. They will look at medication, discharge letters and look at medication improvements. Joanne explained that Grove House is one of the first

Practices to have a Pharmacist in and her name is Wai lan. She will eventually see patients, possibly those who need a medication review. It will all help to freeing up more GP appointment slots.

Deb asked will any work the Pharmacist does be GP initiated, Joanne explained that in the beginning yes it will be.

- c. PPG Plus meeting – Sharon passed the Group information on a PPG Plus meeting to be held on Thursday 5th May. Joanne explained that the meeting may be beneficial for the Group from a networking point of view and may help to generate ideas. Syd will be free to attend and he will feedback any information at the meeting in June.

Sharon to add onto the agenda for June.

Syd asked if we would be able to obtain a list of future PPG Plus meeting dates.

Sharon will contact the CCG and see if it is possible.

4: Update on priorities for 2015/16

- a. **Access – E-Consult Demonstration:** Sharon demonstrated how to access the online service 'E-Consult' that the Practice now has via our website:

<http://www.grovehouse.co.uk/>

The service works by the patient choosing the option they need such as, help about a health condition, general advice or administrative advice. They then fill in all their information and send it to the Practice, the information goes to Reception firstly, then to the GP who will do the consultation and make a decision. This all happens within 48 hours. If anything is urgent the service will flag it up and will inform the patient to phone the Practice.

Joanne explained that at present we have a low usage for the service. The GPs like it and so far from feedback given, the patients who have used it also like it. Joanne explained that we have advertised the service via our website, the plasma in the waiting room and in a leaflet, but the usage is still low. Syd asked if the Group could be kept up to date with any stats from this service to see if the numbers of patients using it do pick up.

Joanne will keep them informed of patient usage.

It was also felt that the 'E-Consult' section on the main page does not match the colour scheme of the actual promotional materials etc.

Sharon will discuss this with the web designers to see what we can come up with.

- b. Older People – Living well course

- c. **Mental health – Dementia Awareness Week:** Sharon passed a copy of the Dementia Awareness Week Planner to the Group. She informed them that at present she is still waiting to hear back from some outside organisation so hopefully we will have quite a full planner by the time the week comes around. So far the Practice has Runcorn Carers Centre, Age UK and Widnes Vikings coming in to promote what services they have around memory loss and dementia.

The Group have offered to help if there is anything that they can do.

6. Patient suggestion/comments box:

There were two comments in the box:

Comment one came from a patient who asked if the Practice could put a water cooler within the waiting room, especially for those with health issues that may need a drink while waiting for their appointment. Joanne explained that we think this has been looked into previously and there was a reason why it was not suitable, but she will look into again.

Joanne to look into possibility of a water cooler.

Comment two was from a patient who was unhappy with how long she was waiting to see the GP for her appointment especially early morning appointments. The Group felt that it is not always possible for a GP to run to scheduled time, but if something flagged this up when a patient checked in that would be helpful. Joanne explained that currently the self-check in screen informs a patient of this. Syd felt that if he was waiting for a long period of time to would go to the Reception to find out what was happening.

Sharon will draft response letters to the patients.

7. AOB – future meeting dates/times

a. Sydney asked what the job roles are for Joanne, Julie and Sharon. Joanne explained that she was previously Deputy Practice Manager, but since Jacky retired on 31st March she has now taken over the role as the Business Manager and Julie has now taken on the role of Deputy Practice manager. Sharon is Business Project Support.

b. Edward asked that when the minutes are typed up could we put an abbreviation next to each name to show who they are, they will be as follows:

Patient Group Member – PPG (Patient Participation Group)

Joanne Hughes – BM (Business Manager)

Julie Arrowsmith – DPM (Deputy Practice Manager)

Mandy Devine – RS (Reception Supervisor)

Sharon Williams – BPS (Business Project Support)

Darren Shearer – WB (Wellbeing)

c. Edward wished to express his concern over the possibility of missed/lost blood tests especially for those patients who have memory issues. Joanne explained that there are extreme protocols in place to ensure that this does not happen, but if any patients have concerns, then at the time of having their bloods taken they could make a telephone consultation with their GP for when the results will be back. At least that way the GP is aware that some blood results are due back even if the patient forgets due to memory issues.

Date of next meeting: Monday 6th June
4.30 – 5.30pm