



GROVE HOUSE PRACTICE

Patient Group Meeting: 6th June 2016

Attendees:

Syd Broxton (Chair)
John Lawrence (PPG)
Edward Rawlinson (PPG)

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

1. Apologies: Ann Turner-Culverhouse (PPG)

Christine Owen (PPG)
Sharon Hearty (PPG)
Tony Hayes (PPG)
Mandy Devine (RS)

Ken Ramsden(PPG)
Terence Watkinson (PPG)
Deb Kelly (PPG)
Jacky Slator (PSM)
Darren Shearer (WB)

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

Due to only 3 members of the Group being present it was agreed that we would just have a short meeting to go over anything that was necessary.

Minutes of last meeting agreed as true record.

3. Wellbeing:

Darren was not present at the meeting. Sharon had e-mailed, but had no response, so she will phone him and see if everything is ok.

4. Communication:

- a. PPG Plus meeting date – The Group had asked if they could be given dates for future PPG Plus meetings. Sharon passed around information on future meetings.

Action: Sharon will forward a copy for those who were not present at the meeting.

- b. Meeting dates – Due to it being noted, at previous meetings, that some members were struggling to attend the meetings since the dates for 2016 were changed, Sharon proposed some new dates that would all be on a Wednesday, they are as follows:

Wednesday 6th July

Wednesday 17th August

Wednesday 7th September

Wednesday 12th October

Wednesday 23rd November

Members who were present agreed that this may be easier for everyone, but no formal decision will be made until all the Group can state if they are happy to change the dates.

Action: Sharon will contact all members to put the proposed dates to them and then speak with Syd, as chairman of the Group, for final decision.

Post Meeting Note: Sharon spoke to all members and 9/10 were happy to go with the Wednesday dates, so she spoke with the Chairman, Syd Broxton, who agreed to go with the new meeting dates.

- c. Exit Survey Presentation – This has been postponed to the July meeting.
Action: Sharon to add onto the agenda for July.
- d. PPG/VPG – Recruiting New Members – It is felt by both the Group and the Practice that we need to do a recruitment drive again for both the PPG and VPG. The Groups are advertised via the plasma in the waiting room, leaflets, on the Practice Website and via the Practice Facebook page, but Joanne and Sharon will get together to go over the leaflets and look at ways to push it.

It was felt that maybe we could put leaflets on the waiting room chairs especially at busy periods. The Practice will look at doing this once Joanne and Sharon have looked over the leaflet.

Sharon also sends out regular e-mails to new patients who provide the Practice with an e-mail address. This is normally only done though to ask if they wish to join the VPG, Sharon will change this to include an invite to join either the PPG or the VPG.

4: Update on priorities for 2015/16

- a. Older People – Living well course
- b. **Mental health – Dementia Awareness Week:** Sharon informed the Group that the Practice did have some activities on during the Dementia Awareness week, but maybe next year we could try to get more outside agencies in during the week.

6. Patient suggestion/comments box:

There were no comments in the box.

7. AOB – future meeting dates/times

1. Syd asked how things were progressing with locums coming into the Practice as discussed at the previous meeting. He asked is having them seemed to be fulfilling patient's needs. Joanne explained that yes, it seems to be fine with their extra clinics until the Practice are able to recruit a permanent salaried GP.
2. Syd asked if the Practice were still standing by the 'Only one issue per GP appointment'. Joanne explained that if the patient does have more than one issue when seeing their GP, then we are asking that they inform the GP at the beginning of their appointment. This way the GP can make a decision at the beginning of the consultation and help to prioritise any issues the patient has.

3. Ted explained that he had to phone into the Practice and was left on hold for 30 minutes. When he did get through he was told by the Receptionist that she was the only one on the switchboard. Joanne explained that Reception do try to answer calls as quickly as possible. Reception do have more staff taking calls in the morning, as this is a busier period, than in the afternoon. She informed the Group that we normally do have statistics regarding the telephone system and how long it takes for patients to get through, but at this time the main server at Whiston is down, so we are unable to provide this information.

Joanne agreed that it was not right for Ted, or any patient, to be on hold for that length of time and she will look into what happened and feedback to Reception.

Date of next meeting: Wednesday 6th July
4.30 – 5.30pm