



GROVE HOUSE PRACTICE

Patient Group Meeting: 6th July 2016

Attendees:

Syd Broxton (Chair)	Christine Owen (PPG)
Ann Turner-Culverhouse (PPG)	Sharon Hearty (PPG)
John Lawrence (PPG)	Darren Shearer (WB)
Edward Rawlinson (PPG)	Julie Arrowsmith (DPM)
Ken Ramsden (PPG)	Sharon Williams (BPS)

1. Apologies: Terence Watkinson (PPG) Deb Kelly (PPG)
Tony Hayes (PPG) Joanne Hughes (BM)
Mandy Devine (RS) Jacky Slator (PSM)

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

Minutes of last meeting agreed as true record.

Anne wished to discuss a similar incident to what Ted had mentioned at the last meeting with regards to waiting for a member of Reception to answer the telephone. Anne had been caught in traffic, so she tried to phone the Practice to inform them of this and that she may be late for her appointment, but she could not get through. She felt that this could cause problems for many patients especially if they are on pay as you go phones.

Ken felt that normally there is not a long waiting time and he normally gets a response very quickly.

Action: Julie to look into any reason why the telephones could have been causing a long waiting time on 28.06.2016 and we will discuss at the next meeting.

3. Wellbeing:

Darren thanked the Group for inviting him to the meeting. He explained that the clinic is going really well, people are booking in for it and it seems to be making a difference for people who do come along. Currently he is doing a Monday morning, but this could change in August.

Darren passed around a new programme of activities to the group and a job description for volunteers to join the Wellbeing team.

4. Communication:

- a. Exit Survey Presentation – After discussion at a previous meeting Sharon had put together a presentation regarding the information collated from the Exit Surveys that had been returned. The Practice started to send the exit surveys in 2014 and since then out of the 60 sent only 9 have been returned.

The survey returns were discussed, but the Group felt that we really could not go anywhere else with this matter at this time as we simply do not have enough returns to draw any conclusions.

- b. PPG/VPG – Recruiting New Members – Ken Ramsden felt that the Patient Group display within the waiting room needed to have a bit more impact as he felt at this time it did not have that and was all just words, not visual enough.

Sharon Hearty felt that it perhaps needs to be bolder and mention that the Group can deal with some complaints such as the suggestion box.

Action: Sharon will look into a bolder display with more impact.

- c. Flu Planning 2016 – PPG Involvement – Julie discussed the Practice's aim for the 2016 Flu Campaign. Last year 2000 patients attended, but we want to increase that this year. Julie explained that we are looking to hold drop in clinics on the first 3 Saturdays of September.

Post Meeting note: The dates discussed at the meeting were stated as September, but they are actually the first 3 Saturdays in October and are as follows:

1.10.2016 Week One: Adults
8.10.2016 Week Two: Children
15.10.2016 Week Three: Adults

Julie explained that we would also want to have stalls as we did last year and would the Group like to be involved in any way.

The Group were all very happy to be involved and to have their own stall with a display, leaflets etc. Anne also mentioned if they would be able to help ticking patients off as they arrive, as long as they are not breaking any confidentiality rules.

Action: Julie to discuss the possibility of the Group helping by booking/ticking in patients with Joanne.

Action: For the Group to see which dates they are available for: 3rd, 10th and 17th September.

Action: For Julie to get a plan together for the next meeting, Sharon will work on a display for the Group.

4: Update on priorities for 2015/16

- a. Older People – Living well course
- b. Mental health – Dementia Awareness Week

6. Patient suggestion/comments box:

There were no comments in the box.

7. AOB – future meeting dates/times

1. Christine Owen wished to discuss an issue she had regarding minor surgery. After seeing her physiotherapist, then waiting for a significant amount of time and failing to get a cortisone injection from the hospital, Christine discovered that she was able to

get this at the Practice with Dr Wilson. She had never been aware that this was even a possible option; it is not advertised within the waiting room or anywhere that she is aware of.

Sharon informed Christine that it is mentioned on the website, but we do not have it on the plasma or in leaflet format. It was discussed that perhaps these could both be an option so that patients are not left to suffer when they could have the injection done within the Practice.

Action: Sharon will design a leaflet

Action: Julie will look into getting something put onto the Plasma.

Post meeting note: Sharon has looked at the website and though it does state that Dr Wilson and Dr Allen perform minor surgery it does not state what types, so this possibly needs addressing.

2. The Group asked if it could be made cleared where the blood person (phlebotomist) was located and especially put a sign/image on door rather than just the words 'Phlebotomist' as some patients might not know this word and wonder where to go.

Action: Julie to look into this option

Date of next meeting: Wednesday 17th August
4.30 – 5.30pm