



# GROVE HOUSE PRACTICE

## Patient Group Meeting: 17<sup>th</sup> August 2016

### Attendees:

Syd Broxton (Chair)  
Ann Turner-Culverhouse (PPG)  
John Lawrence (PPG)  
Edward Rawlinson (PPG)  
Ken Ramsden (PPG)

Mandy Devine (RS)  
Darren Shearer (WB)  
Joanne Hughes (BM)  
Sharon Williams (BPS)

**1. Apologies:** Terence Watkinson (PPG)  
Tony Hayes (PPG)  
Sharon Hearty (PPG)  
Jacky Slator (PSM)

Deb Kelly (PPG)  
Julie Arrowsmith (DPM)

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

Minutes of last meeting agreed as true record.

*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.**

**Deferred due to Julie being on annual leave.**

Ann wished to discuss some information she had heard regarding two cancer patients who had struggled to see their own GP. She felt that if critical patients cannot see their own GP it does not really help the patient. Ann asked if it could anyway be flagged up on the system so that these patients, with a critical illness, could see their GP of choice, as they could lose confidence in the system if they are always seeing different GPs. She felt that it should be the responsibility of reception to ensure that the patient see's their GP of choice.

Joanne explained that the NHS Constitution does say that a patient can see their GP of choice and Reception will always look to see if that is possible, but at times it may not be possible due to annual leave etc. The patient will be offered the first available appointment with their GP of choice, for anything more urgent will be offered another GP. The choice then is with the patient and what they wish to do.

Ann asked if a message could perhaps be passed onto the GP to say that the patient, who has cancer, is anxious or scared so at least it is getting flagged up. Ken asked if the patient could phone and ask to at least speak with their GP. Joanne explained that yes that option is there. She also wished to reassure the Group regarding cancer patient treatment and explained that once the patient is given their diagnosis they will be given a Lead GP; this would normally be the GP who referred them. They are also discussed at our GSF (Gold Standards Framework) meeting, at these meetings the GPs discuss the best care of the patient and look at patient's needs including other services.

Also, each day the GPs check the urgent list and if any such patients have contacted the Practice and they will see that patient where possible. Ted asked that if a GP notices a patient of theirs on another GP's list could the patient be swapped if need be.

**Action: Joanne will take this point to a meeting with the GPs.**

### **3. Communication:**

- a. Complaints Presentation – **Deferred until next meeting due to shortage of time.**
- b. Telephone waiting times – **Deferred to next meeting due to Julie being on annual leave.**
- c. PPG/VPG – New Display - **Deferred until next meeting due to shortage of time.**
- d. Flu Planning 2016 – PPG Involvement – Joanne explained that it would be good to have the PPG actively involved with the Saturday morning drop in clinics to promote the PPG and online services. Joanne asked who would be available for Saturday 1<sup>st</sup> October and Saturday 15<sup>th</sup> October to help on a stall/stand.

Everyone was in favour and agreed that at the next meeting we would agree a timetable.

**Action: Sharon will design a timetable.**

- e. N.A.P.P. New Guide to help PPGs support online GP services – **Deferred until next meeting due to shortage of time.**
- f. Heath Road – Dr Christine Allen joined the meeting to explain that Dr Saksena from Heath Road Medical centre, is planning to retire and he has approached the Partners at Grove House to see if we would be interested in taking over his patient list. Dr Allen explained that we will be taking over and will be taking on approx. 2500 patients, which will continue to function out of the Heath Road building. At present our GPs are working out how everything will run, but for the first month Dr Christine Allen and Dr Claire Forde will be providing GP cover.

Dr Allen explained that over the next year we are planning on recruiting a couple of new GPs. Joanne explained that we will cover Dr Allen's and Dr Forde's clinics with additional Locum GP support and that our patients will still be able to see their GP of choice.

Syd asked if Grove House patients will be able to go to Heath Road for appointments. Dr Allen explained that we do not know that yet, over time everything will develop and it may become an option, but not yet. All Heath Road staff will be staying on, but Mrs Saksena, who is the Practice Manager, is also retiring. We want to keep some things the same at this time to help the staff settle in to the changes.

Christine Owen asked that if Heath Road has 2500 patients how many would be seen in a day. Dr Allen explained that at present during the morning they hold a sit and wait clinic, patients simply turn up for this so we do not have an exact figure for that. During the afternoon it is a fixed surgery. He runs it very differently than the way Grove House does, he also does a lot less home visits.

Joanne explained that initially we want to work with their patients and their PPG and not make too many changes to start off with. Ann asked if perhaps we could invite their PPG to come along to one of our meetings.

**Action: Joanne will see if it would be possible for Heath Road PPG to come along.**

Dr Allen explained that this is a very positive move for Grove House in many ways and we will keep the PPG updated.

#### **6. Patient suggestion/comments box:**

There were no comments in the box.

#### **7. AOB – future meeting dates/times**

Ann wished to give her apologies in advance for the next meeting.

Women's Health Booklet – Sharon passed copies to the Group and asked if they could possibly look over it and give their views at the next meeting. Dr Lulu Brown has already looked over it to ensure it has all the correct and necessary information in it .

**Date of next meeting: Wednesday 7<sup>th</sup>**  
**September**  
**4.30 – 5.30pm**