



GROVE HOUSE PRACTICE

Patient Group Meeting: 7th September 2016

Attendees:

Syd Broxton (Chair)
Tony Hayes (PPG)
John Lawrence (PPG)
Edward Rawlinson (PPG)
Ken Ramsden (PPG)

Sharon Hearty (PPG)
Mandy Devine (RS)
Darren Shearer (WB)
Julie Arrowsmith (DPM)
Sharon Williams (BPS)

- 1. Apologies:** Terence Watkinson (PPG)
Ann Turner-Culverhouse (PPG)
Joanne Hughes (BM)
Jacky Slator (PSM)

Deb Kelly (PPG)
Christine Owen (PPG)
Darren Shearer (WB)

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

Minutes of last meeting agreed as true record.

Syd welcomed Dr Lulu Brown to the meeting.

- a. At the Previous meeting Ann had discussed some information she had heard regarding two cancer patients who had struggled to see their own GP. She felt that it should be flagged up due to her concerns of these types of patients losing confidence in their GP Practice. Dr Lulu Brown attended today's meeting to explain that the GPs had discussed the matter and she wished to attend to help lay any concerns to rest. Dr Brown explained that the Practice holds a GSF meeting on a 2 weekly rota; these meetings involve MacMillan Nurses and District Nurses. It is a full MDT approach to discuss any cancer patients who have issues. Dr Brown explained that the problem they have is when a patient chooses to keep to themselves.

Ken asked if a patient is discharged from hospital does the Practice received a letter and it is acted upon. Dr Brown explained that it depends on the situation. If there is an action from the hospital included in a discharge letter than of course the patients GP will act accordingly, but there is no routine follow up after discharge from hospital. Ken felt that after his discharge from hospital there was no communication and he has concerns that some patients may feel abandoned.

Dr Brown explained that the Clinical Pharmacist has just recently started going through discharge summaries, she will phone the patients and check to see if they are happy with their medication. Dr Brown informed the Group that the hospital does tell the patient, before discharge, if they need to contact their GP for further care.

Syd asked if there is any communication out there to help guide someone when dealing with deaths as he knows of someone who did need some help with this. Sharon explained that we do have leaflet regarding deaths and she will bring it to the next meeting to see if it is what Syd thinks a patient may need.

Action: Sharon to take copies of 'Registering a Death' Leaflet to next meeting.

- b. Sharon asked if the Group had managed to look over the women's health booklet and what were their views. Sharon Hearty asked if we could discuss it at the next meeting as she had not been present at the previous meeting and would like to look over the booklet properly before commenting.

Action: Add to October Agenda

3. Communication:

- a. Complaints Presentation – Sharon presented to the Group the Patient Complaints figures for 2015-2016. She explained that the figures are from April 2015 to April 2016. In total there had been 37 written complaints during that time period. These broke down into the following areas:

- 16 about clinical issues
- 8 about communication/attitude
- 12 about Practice management
- 1 about Practice admin
- 0 about other issues

The Group asked if they could have some of the main areas broken down a little more to discuss, mainly Clinical, Practice Management and Communication.

Action: Sharon to speak with Jacky to see if we can obtain this information for the next meeting.

The Group asked how we deal with complaints. Sharon explained that we do have a procedure that we have to follow and deal with any complaints within a set timeframe. There is a leaflet for patients that are in the waiting room and on our website, which sets out the procedure for them. If they inform reception that they wish to make a complaint they will be given a complaints form which will then be passed to the Business Manager who will then deal with it following our internal procedure.

The Group expressed concerns they had about patients being asked if they have been to the pharmacist first when phoning up to get a GP appointment. They felt that this could generate complaints and that it is off putting. They also felt that it is not good for people who get free prescriptions and then are sent to the chemist and have to pay.

Sharon explained that she thinks that through 'Care at the Chemist', if you get prescriptions for free from the GP then you do if you inform the pharmacist of this when go to the chemist for treatment. The Group also asked if any information that is given to the pharmacist through Care at the Chemist is recorded and sent to their GP. They have concerns that if it is not then it may affect their recorded health history.

Action: Sharon to check this information and bring it back to the next meeting.

The Group also asked if perhaps the Clinical Pharmacist could come in to discuss their role.

Action: Sharon will discuss this with Joanne.

- b. Telephone waiting times – Julie informed the meeting that on the day that Anne had discussed there was an area fault with the telephone lines, it was not only Grove House affected by it, but also other Practices within the area. The issued has since been addressed and should not be a problem again. Julie explained that we do continue to monitor our telephone systems.

- c. Flu Planning 2016 – PPG Involvement – Sharon asked the Group if any of them had available time to come in during the October Flu Vaccination Drop in clinics to help promote the PPG and VPG, plus our online services. The Group agreed on the following times:

Date	9am - 10am	10am - 11am	11am - 12pm
Saturday 1st October	Syd Broxton, Sharon Hearty, Tony Hayes	Ted Rawlinson	John Lawrence
Saturday 15th October	Syd Broxton Deb Kelly	Ted Rawlinson	Christine Owen

They do feel confident enough to promote the PPG and VPG, but do not feel confident enough to demonstrate the online services. Sharon asked if they would be ok to hand out a survey around Online Services to help give us some feedback on what patients are aware of. They had concerns that they may not be able to answer questions if asked. Sharon explained that we do have a leaflet around Online Services that can be handed out plus there will be members of staff at hand to help if there are any questions they are unable to answer. The Group were happy with this.

They have asked if any members of the VPG would be able to attend and help out.

Action: Sharon to contact the VPG members to see if any are willing to help out.

- d. N.A.P.P. New Guide to help PPGs support online GP services – Discussed during the Flu Planning section on the agenda, information passed to the Group and explained that we will cover some of the guidance by the Group promoting Online Services at the drop in clinics and handing out the surveys.

6. Patient suggestion/comments box:

There was one comment in the box. The comment did not have any patient identifiers on it so we are unable to respond personally. The patient had concerns that they were not receiving prescriptions per time given on the prescription box.

Action: Sharon will look into this and draft a response for the folder in the waiting room.

7. AOB – future meeting dates/times

- a. John Lawrence had concerns about the attitude of one of the Receptionists whilst he was waiting for a Nurse appointment at 8.30am one day. He had overheard her speaking rudely to two patients, one via the telephone and one at the front desk. Julie explained that she is aware of this incident and she has addressed it as part of a complaint.

Date of next meeting: Wednesday 12th October
4.30 – 5.30pm