



GROVE HOUSE PRACTICE

Patient Group Meeting: 12th October 2016

Attendees:

Syd Broxton (Chair)
Tony Hayes (PPG)
John Lawrence (PPG)
Deb Kelly (PPG)
Christine Owen (PPG)

Joanne Hughes (BM)
Julie Arrowsmith (DPM)

1: Apologies:

Terence Watkinson (PPG)
Ken Ramsden (PPG)
Ann Turner-Culverhouse (PPG)
Jacky Slator (PSM)
Mandy Devine (RS)

Edward Rawlinson (PPG)
Sharon Hearty (PPG)
Darren Shearer (WB)
Sharon Williams (BPS)

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

Minutes of last meeting agreed as true record.

- a. Bring forward to November meeting due to Sharon not being present at today's meeting:
Action: Sharon to take copies of 'Registering a Death' Leaflet to next meeting.
- b. Women's Health Booklet: **Discuss at next meeting.**
- c. **Action:** Sharon will speak with Wai-Lan to see if she can attend the next meeting.

3. Communication:

- a. Flu Planning – Joanne discussed the clinic which will run on Saturday 15 October. She explained that Tower House will also be opening that day and we may open the back door.

The Group thought that the first drop in clinic was well organised and they enjoyed being there at their stand as it created a lot of patient engagement.

- b. Increasing access to patient online services – Joanne explained that Reception members can promote online services by using an iPad to complete demonstrations. We also promote our online services on our appointment slips and repeat prescriptions.
Post meeting note: Due to managing Heath Road, there will be a delay on this item and we will look at starting it next year.
- c. Heath Road update – Joanne explained that the two Practices are still two separate patient lists. The Group discussed appointment availability.

Christine felt that if Heath Roads system is changed too much then their patients may not like what we do. The Group felt that maybe too much should not be changed too soon.

- d. Meeting Heath Road PPG – It was agreed to ask Heath Road’s PPG to attend the next meeting on 23rd November. It would be less formal, more tea and hospitality to introduce both Groups.

The next meeting agenda will discuss anything in the Patient Comment box before Heath Road’s PPG arrives. When they arrive it was agreed to discuss items such as:

- How we work together
- What the Group do
- Share best Practice
- How often we have the PPG meetings

6. Patient suggestion/comments box:

There were two comments in the box, both has patient identifiers on:

The first was from a patient who would have found it easier if he could have booked to have both his shingles and flu vaccination at the same appointment. The second was from the same patient who wished to say he had managed to get both vaccinations at the same time.

Action: Sharon will draft a response.

7. AOB – future meeting dates/times

- a. Syd wished to say that he feels the GP name list by the front doors is starting to look a bit tatty and maybe we could add any long term Locum GPS to this. He felt that is gives a bad impression.

Date of next meeting: 23rd November 2016
4.30 – 5.30pm