



GROVE HOUSE PRACTICE

Patient Group Meeting: 23rd November 2016

Attendees:

Ann Turner-Culverhouse (Chair)	Joanne Hughes (BM)
Tony Hayes (PPG)	Julie Arrowsmith (DPM)
John Lawrence (PPG)	Sharon Williams (BPS)
Edward Rawlinson (PPG)	Darren Shearer (WB)
Christine Owen (PPG)	
Beryl McWhan (PPG)	
Roy Brown (HR-PPG)	Stephen Dougherty (HR-PPG)
Joseph Whyte (HR-PPG)	

1: Apologies:

Syd Broxton (PPG)	Ken Ramsden (PPG)
Sharon Hearty (PPG)	Deb Kelly (PPG)
Terence Watkinson (PPG)	Mandy Devine (RS)
John Martin (HR-PPG)	Michael Pickstock (HR-PPG)

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

Ann Turner-Culverhouse took position of acting Chair in Syd Broxton's absence.

Minutes of last meeting agreed as true record.

a. Bring forward to next meeting:

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

3. Patient suggestion/comments box:

None in the box to discuss.

6. Heath Road PPG - Welcome:

Welcome: The Groups and staff introduced themselves.

Joanne welcomed the members from Heath Road Patient Group and explained that since Grove House has taken over Heath Road this is the first opportunity for both Groups to meet.

Heath Road PPG members explained that they used to meet with Dr Saksena every 2/3 months or if there was a need to. They felt that it has been a very good Practice, with very little disputes. Joanne explained that our Patient Group does work slightly different as we do have 10,700 patients as opposed to Heath Road who have 2,600, which does make us function in other ways. Joanne explained that the GPs will attend the Patient Group meetings if there is a need, but mostly it will be Joanne (Business Manager), Julie Arrowsmith (Deputy Manager) and Sharon Williams (PPG Co-Ordinator).

How we work: Ann Turner-Culverhouse explained that Grove House Patient Group was set up in 2006 and it has mainly stayed the same members since, with a couple of new members joining throughout the years. The Group have worked closely with the Practice on many areas specifically on improving the appointment system. Ann also explained that this year had been the first year that the Group have worked closely with admin staff for the Flu Vaccination Drop in clinics, by handing out a survey on online services and promoting themselves. Ann informed the Heath Road PPG that Grove House PPG has always had an amicable relationship with the Practice.

Ted Rawlinson explained that Grove House Patient Group is a good group that are there to express any concerns patients have and to help the Practice to solve them. Joanne felt that this was a good point and explained that we do not use the Patient Group as a forum for personal problems; it is there to help all patients and be their voice.

The meeting discussed that Grove House has a comment box so that patients can put in any comments and concerns they have to the Patient Group, the box is open and discussed at the meetings and resolved, a reply (where possible) would be sent to the patient who put in the comment. Joanne asked if they have a comment box at Heath Road. They explained that they do, but the Group do not open it.

Heath Road: Ann asked how do the Heath Road patients feel about everything at the moment since Grove House has taken over. The Group felt that everyone they had spoken to was apprehensive. They felt that they don't see why things would have to change, such as the appointment system. Tony Hayes explained that if the appointment system did change they would not have any problems if they need to see a GP especially if their need is urgent.

Joanne explained that Dr Saksena did have a cut off point for the sit and wait clinic in the morning and this has been maintained along with the appointment system in the afternoon. The only difference is the GP. The GPs would like to change the GP room around a little though as at present they feel the placement of the desk is like a barrier between them and the patient.

Moving forward: Joanne explained that Dr Saksena chose Grove House Practice because he knows the GPs and that he trusts the good work and service that he has done will continue.

Joanne explained that so far the clinical system at Heath Road has been different to the one Grove House uses, so they could only send 3 GPs to go and learn the system. However, from next week we will be changing the system to Emis, which is the system used by Grove House and many other Practices. The CCG are very keen that all Practices are operating on the same system. It also means that it allows all the GP Partners to operate across both Practices.

Joanne informed the Groups that they do also want to introduce online facilities at Heath Road. This would allow patients to book and cancel GP appointments, order repeat prescriptions and also view their medical records. We also want to install extra phone lines as currently there is only one phone line going in and this causes problems as it can stop a GP from ringing out, if admin have any problems they cannot always ring out for assistance. There will also be a new screen in the waiting room which will have information on and also allow GPs to call patients up.

Prescription Service: Joanne explained that one of the things they have found out at Heath Road is that they take prescription requests via the telephone. This is now not deemed as best practice as it is seen as high risk by doing so. Joanne explained that we have been advised by the CCG and Medicines Management to look into it and advised to stop prescriptions being taken that way. The risk is that a non-clinical person is taking the information and it leaves too much room for error.

Joanne explained that there are still many ways to order prescriptions:

- Via the Pharmacy – who will put prescriptions in for you, collect them and deliver them
- Fax
- E-Mail
- Prescription Box in the surgery
- Post them in
- Online (when we have it available)

The Heath Road PPG had some concerns about this change as it appears to have been fine for many years. Joanne did explain that we will always try to accommodate anyone if there is a need to do so, but it is not deemed as best or safe practice. Roy Brown expressed his concerns that the practice will lose its personal service and he can see that happening already. Joanne assured them that this would not happen, but it is something that has to be changed due to guidance given. Joanne explained that we will be putting up posters, leaflets etc. and the staff will be informing any patients that phone up to ask for prescriptions via the telephone.

Beryl McWhan wished to express how good Halton Brook Pharmacy is at dealing with prescriptions and she would recommend their service as it is excellent.

7. AOB – future meeting dates/times

The Group discussed the meeting dates for 2017 and it was agreed that they were happy to stay with the meetings on a Wednesday. Every quarter the two Groups will have a joint meeting. Sharon Williams will put together a schedule of dates and send this with the minutes to both Groups.

Date of next meeting: 25th January 2017
4.30 – 5.30pm