



# GROVE HOUSE PRACTICE

## Patient Group Meeting: 25<sup>th</sup> January 2017

### Attendees:

John Lawrence (Acting Chair)  
Tony Hayes (PPG)  
Edward Rawlinson (PPG)  
Beryl McWhan (PPG)  
Terence Watkinson (PPG)

Deb Kelly (PPG)  
Joanne Hughes (BM)  
Sharon Williams (BPS)

### 1: Apologies:

Syd Broxton (PPG)  
Ann Turner-Culverhouse  
Sharon Hearty (PPG)

Ken Ramsden (PPG)  
Christine Owen (PPG)  
Mandy Devine (RS)

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

John Lawrence 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. Wellbeing:

Joanne informed the Group that Darren has now left his position in Wellbeing and has taken another job. As yet we are unsure of who will be his permanent replacement.

### 4. Advice on moving GP appointments:

Joanne explained to the Group that occasionally, perhaps more during winter, a GP will have a full clinic list and for a personal reasons the GP may not be able to make it in for that day. If we have a long term Locum GP in during that day, Reception would move as many booked appointments over to the Locum. However, one patient has expressed that they were not happy when this happened.

Joanne informed the Group that if the appointment is during the early morning you cannot always phone the patient quick enough to inform them of this type of appointment change. Where the appointment is booked for before 8.30am, we probably would not phone the patient. If the GP tells us the day before that they would not be in the following day then obviously it makes it easier for the Practice to sort and inform patients. Joanne asked the Group what are their thoughts on how we should deal with this type of situation.

Tony asked if it is possible to send the patient a text message. Joanne explained that no, this is not an option as we don't have the facility to send individual texts regarding appointments. The Group felt that the Practice could put a message out that states something along the lines of:

*On occasion, due to unforeseen circumstances, we may need to change your appointment to a different GP than you have originally booked with. In this situation we would do our best to inform you of this change, but it will not always be possible.*

They felt that we could put this type of message out in our newsletters, website, Facebook page, plasma, waiting room and also on the back of the appointment cards.

### **5. Online Survey Presentation:**

Sharon informed the Group that she has now collated the results of the Online Survey they handed out during the drop-in flu clinics in October 2016. She took the Group through the results via a presentation.

The Group asked if there was any way they could see the before and after figures to see if there has been an uptake in patients signing up for the online services since doing the survey.

**Action: Joanne to obtain figures.**

Joanne explained that the Government say that all Practices need to have at least 10% of their Practice Population signed up to online access by 31<sup>st</sup> March 2017. Grove House is deemed as a good Practice, but we do only sit at 10%. The CCG want all Practices to do a big drive on this, we do have it advertised everywhere, but is there anything else that we could do.

Debbie suggested a member of staff taking a tablet into the waiting area to demonstrate the services and get patients to sign up. Joanne explained that the Practice were given funding to purchase some iPads with the idea of doing something along those lines, possibly around 11.30am, and try to target  $\frac{3}{4}$  patients per day. Joanne expressed that the Group did such a fantastic job during the flu campaign and would they be interested in helping again to encourage people to sign up. The Group could have a session with a stand, posters etc and perhaps also focus on promoting the Group.

Some of the Group felt that they would be happy to do this, but maybe also the Practice could have a dedicated help desk for online queries. Joanne asked that the Group have a think about if they would be able to do such a session possibly plan for March/April during the morning as this is when the Practice get the biggest hit of patients coming in. The Practice would produce some help/guides to assist the Group.

**Action: To discuss at the next meeting and make plan of sessions.**

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

No comments in the box

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

No further business to discuss.

**Date of next meeting: 1<sup>st</sup> March 2017**  
**4.30 – 5.30pm**