



GROVE HOUSE PRACTICE

Patient Group Meeting: 1st March 2017

Attendees:

Syd Broxton (PPG)	Ann Turner-Culverhouse
John Lawrence (Acting Chair)	Deb Kelly (PPG)
Tony Hayes (PPG)	Joanne Hughes (BM)
Edward Rawlinson (PPG)	Sharon Williams (BPS)
Beryl McWhan (PPG)	
Ken Ramsden (PPG)	

1: Apologies:

Terence Watkinson (PPG)	Christine Owen (PPG)
Sharon Hearty (PPG)	Mandy Devine (RS)

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

Syd thanked John for acting as Chair for the previous meeting in his absence.

Minutes of last meeting agreed as true record.

The Group discussed the below statement regarding the fact that sometimes a GP appointment may need to be changed:

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.

Joanne explained that at times GPs can give short notice that they will not be in; such as illness or an emergency at home and this is where it could be difficult to inform patients prior to their appointment. If the GP has booked leave at short notice for a study course or annual leave then it does make contacting patients a lot easier.

Ann had concerns that this could happen to a patient who has a serious illness such as cancer and that the patient could lose faith if they are unable to see their GP. Joanne explained that it would only be in emergency situations where an appointment would be changed, but if it was a cancer patient then another GP would see them. All GPs are aware of patient's health situations as the GPs meet on a regular basis at the GSF (Gold Standards Framework) meetings to discuss such patients. Each palliative patient would have an assigned Lead GP, this would normally be the referring GP or the GP the patient sees on a regular basis.

All patients were sent a letter in 2015 to inform them of who their assigned GP was.

Ann felt that even though the GPs know they are talking to each other, the patient would not know this and it they could lose their sense of security seeing a GP they do not know. She felt that perhaps a GP could phone the patient if they do miss the appointment with them. Joanne explained that the GPs will go out on home visits or phone to check on palliative patients, there is no hard fast rule, each GP operates differently.

Beryl informed the Group that she had needed a telephone consultation ASAP and was told the nearest available slot was at the end of the week. Joanne explained that when all available appointments are taken, they are gone, but if the symptoms are acute then you express to the Receptionist that it is urgent for that day, they will pass this message onto the GP on duty that day who will then make the decision about what course of action to take. That could be a telephone call or an appointment.

3. Wellbeing:

The Practice does have a new Wellbeing person in place, but as yet we have not been able to speak to them with regards to attending the meetings.

Action: Sharon to communicate and arrange attendance.

4. Online Promoting:

Joanne informed the Group that it is now mandatory and built into the GP contract that every Practice has at least 10% of its population signed up to online services by the end of March 2017. Grove House currently does have 10% and has always been seen as good Practice for sign up. The online services will be introduced at Heath Road this week also.

Joanne explained that what we want is to educate patients on online services and how better to use it etc. We want to get more people signed up to it and it is felt that we could use the PPG support for a promotional drive, talking to people and help to get them signed up. To do so the patient would need to complete a form and bring in ID, which is a legal requirement.

It would be good to do this type of promotion during busy clinic times such as 11am-12pm each day; there is also a wide variety of patients to capture during this time. Each PPG member could wear a badge so that patients know who they are and perhaps promote the Group too.

Sharon asked which members would be interested, Syd, Debbie, Beryl and John all agreed to help, but felt that they could do with some training themselves first. Sharon arranged a time with them to do this before the next PPG meeting.

Post meeting note: Training as now been given and each member will have a think about when they would be available, it was agreed to start looking at dates after the Easter period. Syd was not able to make it so Sharon will speak with him separately.

Action: Agree dates and times for PPG to talk to patients.

5. PPG Plus Meeting:

Sharon informed the Group of the next meeting:

The next PPG Plus will be held on the 7th March 2017 at Ditton Community Centre, 10am – 12 noon

There is a busy draft agenda with possible topics including:

- *Sustainability and Transformation Plan (STP) 5 Year Forward view, Simon Banks*
- *Halton MSK Service Launch, Emma Alcock*
- *Care Home Alignment with GPs, Natalie Vinton*

If there is anything anyone would like to contribute please let myself or des.chow@haltonccg.nhs.uk know

6. Patient suggestion/comments box:

No comments in the box

7. AOB – future meeting dates/times

- 1) Ted asked if it would be possible to find out when the public CCG meeting are and the National PPG meetings.

The Group also asked if we knew the dates and times of the Diabetes UK meetings held either in the Old Police Station or in Widnes.

Action: Sharon will speak to Joanne if she cannot find this herself.

- 2) John asked if we could make sure if all GPs knew how to access Key safes, as one GP did not know and went away. He came back with another GP who could help, but John had to phone the surgery back and he was very ill.

- 3) Debbie asked if it would be possible to have the waiting room re-decorated as it is starting to look scruffy now, with all the marks on the walls etc. Syd also felt that the main GP board at the front doors looks scruffy compared to Tower House's, so could this also be looked at.

Action: The Practice will look at this in 2017/18 plan for the Practice.

- 4) Ted asked if to would be possible to have a figure on how many dementia patients the Practice has. Also, is there any GP who specialises in Mental Health.

Action: Sharon will ask Joanne for this information. *Post meeting note: We have no GP specialist but we have a Mental Health Nurse every week at the Practice and we work closely with 5 Boroughs.*

Date of next meeting: 29th March 2017
4.30 – 5.30pm
Joint Meeting