



GROVE HOUSE PRACTICE

Patient Group Meeting: 29th March 2017

Attendees:

Syd Broxton (Chair)	Sharon Hearty
Ann Turner-Culverhouse (PPG)	Deb Kelly
Edward Rawlinson (PPG)	Rita Gallagher
Christine Owen (PPG)	Sharon Williams (BPS)
Ken Ramsden (PPG)	Rebekah Boyd (WB)
Roy Brown (HR-PPG)	Stephen Dougherty (HR-PPG)
Joseph Whyte (HR-PPG)	John Martin (HR-PPG)

1: Apologies:

Tony Hayes (PPG)	Joanne Hughes (BM)
Beryl McWhan (PPG)	Michael Pickstock (HR-PPG)
Terence Watkinson (PPG)	
John Lawrence (PPG)	

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

The Groups introduced themselves and Rita Gallagher was welcomed as new member to Grove House Patient Group.

Minutes of last meeting for both Heath Road and Grove House were agreed as true records.

- a. Arrange dates for the Group to come in and help with Online Access promotion: Syd, Sharon and Rita would also like to be involved in this, but would like some training with Sharon Williams first. Sharon will arrange dates with them when she comes back after annual leave towards the end of April. After this we will arrange dates and times for the Group members to come in to help with promotion during May 2017.

Heath Road PPG are currently not interested in doing any online access promotion. Dr Allen felt that the waiting room at Heath Road would not be big enough to do this anyway.

- b. NAPP (National PPG Meetings) – Sharon passed the Group information on the National PPG meeting, so far she has only found out about one which takes place on:
Saturday 24th June 2017 at Basingstoke. The theme will be "*Patients, Power and Participation*".
- c. Diabetes UK meetings: Sharon passed the Group information regarding meetings for 2017.

3. Wellbeing:

Rebekah Boyd, the new Wellbeing Officer for Grove House Practice, introduced herself to the Groups. She handed out a copy of the new Programme of activities and will forward this to

Sharon so that she can put it on the website and send a copy to members who are not present. Syd asked if they get referrals from GPs. Rebekah said that they do and also from mental health teams, also some from CAMS for younger people. Joseph felt that this was good as there is a greater pressure on young people these days, maybe if they cannot see all of them then put some literature for them on their website.

Syd queried the 'limited places' stated on the Programme of activities. Rebekah explained that there is normally a maximum of 25 places on each activity, which are 6-8 weeks long. She explained that they do keep a waiting list as some people do drop out after a couple of weeks. All programmes are free to attend.

Joseph asked if they help people who are unemployed. Rebekah explained that they do, especially to help them with benefits that they can apply for. Ted explained that this is the first time he has heard someone from Wellbeing mention help with mental health and was wondering what is available. Rebekah informed him that they can refer patients on to 5BP Mental Health services for further help and she will find out some information for him and pass it on.

Syd said thank you to Rebekah for coming and the Group look forward to seeing her again.

3. Access (both sites):

Sharon explained that Joanne had asked for the Groups to discuss patient access at both Practices and consider the following points:

- What do the groups think of the appointment system now
- What do they think we should have
- Should Heath Road alter its sit and wait clinic
- How do they think we should manage the volume

Ann explained that she felt something did need to be looked at as she had phoned for a routine appointment and the earliest available was 18th April, she asked if your medical problem is not urgent what do you do as that is a long wait even for routine. Sharon asked if this is where our Registrar, Dr Manesso, would jump in to help with this situation. Dr Allen explained that no, Dr Manesso, is already a part of our normal appointment system, though there is always a possibility of a telephone consultation.

Roy felt that this is a pretty normal waiting time, but felt that the system has deteriorated at Heath Road. Dr Allen felt that she could not explain this as the number of GPs has not changed and neither has the number of appointments, it is all exactly the same. Dr Allen asked how they felt about the sit and wait clinic. Roy expressed that he has never used it as he would rather pre-book an appointment than sit and wait for hours.

The Groups queried how the online appointments work and asked if all available appointments online are exactly what the Receptionist sees. It was explained that no, only a portion of appointments are available online, it is based on the proportion of people signed up to the online services. If that figure was to rise significantly then we would look again at how many would be available through Patient Access. The Groups explained that they had thought this was not the case and that every appointment was available through online services.

Ann asked, if there is nothing available at their GP Practice, would the patient need to look at going elsewhere. Dr Allen explained that if you feel it is not urgent enough to warrant an urgent appointment, but the patient is worried, then a GP would phone and speak to them. Syd explained that it does not seem to be any different than what he has known for years.

Roy asked if they had thought about opening at Heath Road on a Wednesday afternoon as this was discussed at their last PPG meeting. Dr Allen explained that we are looking into this as part of our overall discussion on the way the appointment systems work, but it has not been finalised as yet. She explained that we do have a contractual obligation to be open and offer appointments.

Sharon explained that there is also the 'Consult your GP online' option for patients if they wish to gain some GP advice when they are unable to get an appointment. Dr Allen informed the Groups that you can even attach photographs if need be for anything such as a rash, so the GP can see more detail of a patient's condition.

Ann felt that it is all about patient retention and this could be a problem if they are not happy. The Group felt overall that it does not differ in other surgeries and is the same type of waiting period for an appointment. It was felt that the demand for appointments just keeps rising. Dr Allen explained that the GPs will take on board their comments and they are aware that there is a problem.

Deb asked if we could re-look at the DNA (did not attend) figures again to see what is happening.

Action: Sharon said she will look into obtaining this information for them.

Deb asked do you find that a lot of patients coming in do not really need to see a GP with the symptoms they have, minor ailments for instance. Dr Allen explained that yes, we do, a lot more than we used to, but this is a problem everywhere.

5. Patient suggestion/comments box:

None in the box to discuss.

6. AOB

Roy queried the caller display on his phone, he explained that when the Practice used to phone the number shown up as a Runcorn number, but now it states 'withheld'. Dr Allen explained that Heath Road used to have a domestic telephone number which was one line and meant that if one person was using the phone no-one else could. The Practice is now on the same telephone system as all other Practices, the COIN system, which is a central telephone system with many different lines in one building, so it will now always come up with 'withheld'.

John queried about having a water machine at Heath Road, Sharon explained that she would speak to Joanne, but it has been asked at Grove House previously and she knows there was a genuine reason why we have never put one in, but she cannot remember at this time what that was.

Action: Sharon to ask Joanne about water machine.

Date of next meeting:

Grove House: Wednesday 24th May 2017
4.30-5.30pm

Heath Road: Wednesday 24th May 2017
1 – 2pm