

Grove House Practice

Patient Group Meeting: 24th May 2017

Attendees:

Syd Broxton (PPG)
Rita Gallagher (PPG)
Deb Kelly (PPG)

Ann Turner-Culverhouse
Christine Owen
Sharon Williams (BPS)

1: Apologies:

Tony Hayes (PPG)
John Lawrence (PPG)
Ken Ramsden (PPG)
Terence Watkinson (PPG)

Sharon Hearty (PPG)
Beryl McWhan (PPG)
Edward Rawlinson (PPG)
Joanne Valade (BM)

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

Minutes of last meeting agreed as true record.

- a. Sharon will arrange for Syd, Sharon and Rita to come in for some online training.
- b. **DNA – Bring to next meeting**, DNA figures. It was asked if we could also bring some DNA figures for the late Thursday night clinic.
- c. Debbie asked regarding the possibility of a drinks vending machine within the waiting area. **Sharon will speak to Joanne regarding this.**
Post Meeting Note: At this stage it is not something the Partners would consider due to the lack of space in the waiting room and also due to the heat it creates.
- d. Ann wished to discuss the joint meeting that we had previously. She felt that maybe Heath Road got lost in all the details and that they have different issues than Grove House that need to be discussed. The Group as a whole felt very much the same as Heath Road had done at their meeting earlier that day and that perhaps a joint meeting every 6 months is sufficient for now and the rest should stay as individual meetings.

3. Wellbeing:

Rebekah was unable to attend the meeting today.

4: Patient Access – Survey:

Sharon explained to the Group that the Practice would like to run a survey around patient access. Joanne would like the Groups input as to what do they think could be improved, what works and what doesn't work. Thinking about that, what type of questions do they think would get us the correct answers to be able to make improvements for our patients.

The Group felt that Yes and No answer questions would work the best, with the possibility of 'Don't know' also. They gave the following suggestions:

- When you want to make an appointment are you able to access your GP of choice?

- Are you satisfied with the Duty GP system?
- Are you happy with the waiting time to see your GP of choice?
- Do you think are sufficient appointments available online?
- Do you find it easy to book a telephone consultation and/or Have you ever had a telephone consultation and did you find it easy accessible?

Christine also wished to discuss the possibility of having another GP who can do minor surgery as she has waited for over a month to see Dr Wilson for an injection and still has not managed to get an appointment. It was explained that we Dr Allen also does minor surgery.

Deb felt that maybe we could open appointments 3-4 weeks in advance, but keep an eye on DNA rates to ensure figures do not rise.

The Group also discussed the possibility of a Triage Nurse and educating patients as to what they should be attending the surgery for i.e. minor ailments.

5: Patient Access Online:

Patient Group Awareness week takes place the Week of 19th – 24th June. Joanne had asked to pass a message onto the Group to ask them if they would be prepared to come in during this week. To not only promote the Group and help with recruitment, but also to promote online services as discussed previously. They would have forms / leaflets and perhaps demonstrate online services. Deb felt that they should have ID badges, Sharon will look into this. Syd explained that he would be on holiday this week, so would be unable to help. Sharon will speak with the rest of the Group who could not attend this meeting, to see if we can fill each day at least during morning clinics.

The below chart shows who can attend on each day:

Monday 19th AM	Tuesday 20th AM	Wednesday 21st AM	Thursday 22nd AM	Friday 23rd AM
Ann & Deb	Beryl & John	Ann & Deb		

7. AOB – future meeting dates/times

Ann wished to bring up her concerns over patients who are on PAYGO and may end up struggling to get in touch with the Practice if they are left on hold for a long time in a queue. She wondered if there could be an alternative option for these patients such as emails or text messages.

Action: Sharon to discuss with Joanne.

Date of next meeting: Joint Meeting
Wednesday 21st June 2017
4.30 – 5.30pm