



Grove House Practice

Patient Group Meeting: 21st June 2017

Attendees:

Syd Broxton (PPG)	Christine Owen (PPG)
Sharon Hearty (PPG)	Beryl McWhan (PPG)
Deb Kelly (PPG)	Joanne Valade (BM)
John Lawrence (PPG)	Sharon Williams (BPS)
Ann Turner-Culverhouse (PPG)	Rebekah Boyd (WB)

1: Apologies:

Tony Hayes (PPG)	Edward Rawlinson (PPG)
Ken Ramsden (PPG)	Terence Watkinson (PPG)
Rita Gallagher (PPG)	

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

Minutes of last meeting agreed as true record.

- a. **DNA – Bring to next meeting**, DNA figures. It was asked if we could also bring some DNA figures for the late Thursday night clinic.

3. Wellbeing:

Rebekah passed information to the Group regarding the upcoming programme of activities that the Wellbeing Team will be running, plus a contact card for the Wellbeing team. Rebekah also explained that they are taking on volunteers, so if they know of anyone who could be interested then ask them to contact the team.

The Group asked about the choir, Rebekah explained that it is currently not running, but possibly after October.

4: Patient Group Awareness Week:

Sharon explained that during the current week some members of the Group had been coming into the waiting room to promote the Patient Group and Online services as part of Patient Group Awareness week. The below shows the figures for the week:

Date	PPG Member	Patients Talked to	PPG Interest	Online Signed up	Taken Online form	Online Already
19.06.2017	Deb	16	2	7	3	4
	Ann	16	1	2	6	
20.06.2017	Beryl	15	0	2	11	3
	John	7	0	1	10	6
21.06.2017	Deb	17	1	4	7	4
	Ann	8	0	3		2
		79	4	19	37	19

Ann explained that patients they had spoken to regarding the Patient Group felt that the meeting time was too early and would have preferred a later time of the day.

Joanne wished to thank the members who came in during the week.

5: Patient Access - Survey:

Joanne explained that the Practice wants to run a survey from 22nd June – 7th July to find out the following information:

For Grove House Practice:

- 1) % Of patients that feel the duty/urgent system works
- 2) % Of patients that can book within 2 weeks
- 3) % Patients using telephone Consults
- 4) % Patient s who know about Clinical Pharmacist
- 5) % Patients who want a regular GP or will use any

For Heath Road Medical Centre:

- 1) % Who want a sit and wait Clinic
- 2) % Patients who want a time Slot
- 3) % Want more opening hours
- 4) % Want more services

Joanne explained that these surveys are so that we can get some real feedback from both Practice's and see how the majority feel.

The Group asked about other things that might take the GP away from the Practice that can also impact appointments. Joanne explained that the CCG can be demanding on a GPs time and for instance Dr Wilson is part of the LMC, CCG Panel Development and CCG IM+T Lead. These things take him away from the Practice, but are necessary as they are about developments for the Practice and its patients. Plus Dr Wilson also runs a minor surgery clinic.

Ann mentioned that during their time in the waiting room this week, one patient had discussed a 2 week wait to see the Diabetic Nurse. Joanne explained that we do not have an actual Diabetic Nurse in the Practice, but we have 3 Practice Nurses who can complete diabetic reviews. Joanne explained that sometimes patients are not aware of services we offer as a Practice. Debbie suggested maybe we highlight our services somewhere in the waiting room. Joanne explained that we are also currently looking at how we communicate and are looking at a new notice board in the waiting room, so maybe the Group could help with what we put on it.

Dr Wilson joined the Group at this time in the meeting for a general catch up, as this was a joint Grove House and Heath Road meeting, but Joanne explained that the members of Heath Road had been unable to attend.

6. Roles of the Group

Joanne asked the Group do we need to get to a stage where we put out to vote who does what roles within the group again, such as Chairperson and Deputy. Are the Group happy with the way things are or do they want a voting system.

The Group felt at this time it was ok, maybe if the Group gets new members then take it from there.

7. Patient Comment Box

Christine had put in a comment of her own into the box, but it was felt that this was more of a personal issue that needed to be dealt with by the Practice first, not the Group. Dr Wilson said he will ensure that this is dealt with and then we can bring general items back to the Group for discussion. Christine explained that she wanted to raise awareness with the Group on her issues and concerns.

Joanne explained that if this type of complaint had come in from another patient, she would take it away to deal with correctly and appropriately then bring any outcomes back to the Group. Joanne explained to Christine that she will speak directly to her and deal with her issues.

There was a further two comments in the box, which had been given to Ann and Deb during their time in the waiting room:

- 1) A complaint by two people regarding the waiting time to be seen for their appointments, having to wait for over 30 minutes. Joanne explained that at times some patients can have more complex needs which need more of the GPs time, therefore can lead to the GPs running late.
- 2) The second was regarding the matter discussed earlier for a 2 week wait to see the Diabetic Nurse. They also had said that if there is a hiccup in a repeat prescription it is sometimes not known about. Joanne explained that this can depend on the situation, such as how the request was put through. Ann explained that it could have been due to a medication review being needed. Joanne informed the Group that if that is the case they would have been prompted 2/3 times prior to medication being held off, sometimes a patient does not see the message, but the pharmacy should inform the patient. Joanne explained that monitoring has to be done to ensure the patients are being checked.

8. AOB

Joanne explained that the Practice are currently looking at new technology and one idea is an app for phones that can sign post you to parts of your body and give you information on what options are available to you. It is not diagnostic or triage, it is about what services are available to a patient. Joanne asked if any of the Group would be interested in volunteering to trial the app, this could mean possible meetings every couple of months.

Dr Wilson explained that the idea of it is that if I fell over after just moving to a new area for instance, what would I need to know, as I would not know any of the services available to me. The app would let me know what the appropriate treatment would be. Deb would like to volunteer to trial the app.

The Group had some questions over WebGP, so it was discussed that we could have a demonstration at the next meeting and then discuss how we get the message back about the service to the wider group.

Date of next meeting: Joint Meeting
Wednesday 26th July 2017
4.30 – 5.30pm