



# Grove House Practice & Heath Road Surgery

## Patient Group Meeting: 26th July 2017

### Attendees:

Syd Broxton (PPG)	Edward Rawlinson (PPG)
Deb Kelly (PPG)	Roy Brown (PPG)
John Lawrence (PPG)	Stephen Dougherty (PPG)
Ann Turner-Culverhouse (PPG)	John Martin (PPG)
Rita Gallagher (PPG)	Joanne Valade (BM)
Tony Hayes (PPG)	Sharon Williams (BPS)
Beryl McWhan (PPG)	

### 1: Apologies:

Sharon Hearty (PPG)	Christine Owen (PPG)
Ann Turner-Culverhouse (PPG)	Ken Ramsden (PPG)
Terence Watkinson (PPG)	Michael Pick stock (PPG)
Joseph Whyte (PPG)	Rebekah Boyd (WB)

### 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.
- b. **Christine's Comments** – Joanne explained that she had met with Christine today with regards to the comments she had made at the previous meeting. Joanne explained that any concerns that Christine had will be dealt with and brought back to the Group.

### 3. Heath Road Refurbishment:

Joanne informed the Group that the Reception / Waiting area has now been refurbished; new counter, decorating completed and we are awaiting news chairs. Sharon displayed some photographs of the new look reception / waiting area for the Group to see. Stephen felt that Heath Road looks better and looks good.

### 4: Patient Access Online (% Patients signed up):

Sharon informed the Group that currently Grove House Practice has 1192 live accounts signed up to Patient Access online and 231 active. Heath Road has 152 live accounts and 127 active. Active means that the patient has not yet brought in their ID, so they do not have access to a full live account.

The Government has set a target for all Practices to have 20% of their patient list signed up by April 2018. Joanne felt that the drive some of the PPG members did within the waiting room has helped to boost figures.

## **5: 3<sup>rd</sup> Party Ordering:**

Joanne explained that from 01.09.2017 Pharmacies will not be allowed to put in repeat prescription requests on behalf of the patient. This decision to stop 3<sup>rd</sup> Party Ordering has been made by the CCG and Medicines Management due to the amount of wastage and stock piling of medications. Figures show that in the Halton area alone there was wastage of approx. £750,000.

Most people should have already been informed by their pharmacy. There are still many ways for people to order their repeat medications:

- Via Patient Access Online
- Come into the Practice and place in prescription box
- Use white sides of prescription

Vulnerable patients and patients on blister packs will get more care taken with the ordering of their repeat medications. Rita explained that she uses Patient Access online and finds it to be an excellent service. It does not have to be the patient who uses this system it can be a relative or carer.

## **6. National Patient GP Survey:**

Joanne informed the Group that there a National Patient Survey was run independent of Practices and we are pleased to say that Grove House Practice was the 2<sup>nd</sup> Best Practice in Halton. Patients were selected from a database and surveys sent to the patients homes.

Heath Road came 5<sup>th</sup> in the survey results. We are also pleased to say that the Nursing team received 100%.

Sharon passed out information regarding the survey for the Group to read at their own pace.

## **7. Local Survey Results:**

Sharon presented the results of the two surveys ran at both Grove House Practice and Heath Road Medical centre which ran from 22<sup>nd</sup> June – 7<sup>th</sup> July 2017. The questions and results are as follows:

### **Grove House**

<b>Question</b>	<b>Outcome</b>	<b>% Yes</b>	<b>% No</b>
<b>1) Do you feel your urgent medical symptoms are attended to in an appropriate time frame?</b>	% Of patients that feel the duty/urgent system work	<b>74.3%</b>	<b>24.8%</b>
<b>2) Usually, are you able to book a routine appointment within 2 weeks?</b>	% Of patients that can book within 2 weeks	<b>73.3%</b>	<b>25.7%</b>

3) Have you used a telephone consultation with a GP?	% Patients using telephone Consults	56.2%	43.8%
4) Do you know that you can have a medication review with a Clinical Pharmacist at the Practice?	% Patients who know about Clinical Pharmacist	34.3%	65.7%
5) Are you happy to see any GP for a new health problem?	% Patients who want a regular GP or will use any	73.3%	26.7%

## Heath Road

Question	Outcome	% Yes	% No
1) Are you happy to wait (up to 2.5 hours) to see the GP in the morning Clinic?	% Who want a sit and wait Clinic	42.7%	56.4%
2) Would you prefer a time slot appointment?	% Patients who want a time Slot	48.2%	44.5%
3) Are you happy with the current opening hours of the Practice?	% Want more opening hours	67.3%	31.8%
4) Would you like to have access to more services?	% Want more services	68.2%	25.5%
5) Are you aware that you can order prescriptions and book GP appointments online 24 hours per day?	% Patients who are aware on Patient Access	71.8%	28.2%

Joanne explained that Heath Road seems to be mixed feedback regarding how they want their appointments, some seem to be happy with the sit and wait clinic, but the majority out of the 110 patients surveyed are not, so we have to look at what the best option is.

Deb asked if there is a cut off point for the sit and wait clinic, a limit to how many patients are seen during that time. Joanne explained that from a safety point of view a GP should only see a set amount of patients, after that set amount, patients are advised what course of action they should take.

Deb suggested maybe 1 day per week to have a sit and wait clinic and have the others as booked appointments. She suggested putting information up for Heath Road patients stating what clinics there are on each day. If the sit and wait clinic gets saturated then possibly look at opening another slot during another half day of the week.

Joanne explained that we may have more signposting at Heath Road as we do at Grove House, as signposting is a National drive. The Receptionists will need a bit of information from patients to enable them to do this, but they are all trained in confidentiality and doing it at request of the GPs.

**Action: Deb asked about displaying a list of services available somewhere within Grove House.**

## **8. Grove House Partnership:**

Joanne explained that Grove House Partners took over Heath Road in October 2016 and since then they have been working to improve services for the patients, but it is difficult to deliver some services on a small scale. Grove House spoke to the CCG about the delivery of more services and becoming more cohesive with this, so we want to write out to all Heath Road patients via a letter to inform them that Heath Road will become a branch surgery of Grove House Practice. This will mean that telephone lines, records, services etc. will all become as one.

Tony asked what impact this will have on GP cover at Grove House. Joanne explained it will not as we are looking to expand our services. It will all be about opening up choices for patients. We do not want to take away, we want to add.

From the 17.08.2017 both databases will come together, which will make it easier for Reception to log on and a GP to check records wherever they are based. With the two Practices becoming one it will mean our patient list size will be just over 13,500.

Joanne explained that currently the GPs are still in discussion on how they wish to divide their days, but the aim is to have more across the board. Joanne informed the Group that Dr Manesso, who has been at Grove House as a Registrar, will be joining as a permanent GP. We are also trying to recruit another GP, though this is not easy as they seem to prefer doing locum work. We do have Dr Wright staying as a long term locum for 12 months. We are also looking at possibility of an advanced Nurse Practitioner and will have more hours with our Health care assistants.

We have also recruited new staff including 3 new Receptionists at Grove House, plus an Admin Manager and a Reception Manager.

Syd felt that looking at the letter and questions sheet that will be sent to all Heath Road patients, the services that will be offered seem quite impressive.

Joanne explained that on 17.08.2018 there will be a launch ceremony all PPG members are invited to join GPs, Nurses and staff.

Some pictures from the Ceremony:





**9. Patient Comment Box:**

No comments in the box.

**10. AOB:**

- Patient Group working: Joanne explained this is about how we deliver feedback as a Group. After Christine put her comments in the Patient Comment box at the previous meeting she felt as though there was a bit of an attack process and was a bit hurt and upset by it all. Although we are a Group, things said can be taken to heart and we just need to consider this and be mindful.

**Date of next meeting: Joint Meeting**  
**Wednesday 6<sup>th</sup> September 2017**  
**4.30 – 5.30pm**