



# Grove House Practice & Heath Road Surgery

## Patient Group Meeting: 4<sup>th</sup> October 2017

### Attendees:

Syd Broxton (PPG)	Christine Owen (PPG)
Deb Kelly (PPG)	Roy Brown (PPG)
John Lawrence (PPG)	Stephen Dougherty (PPG)
Ann Turner-Culverhouse (PPG)	Joanne Valade (BM)
Rita Gallagher (PPG)	Chris Jones (RM)
Tony Hayes (PPG)	Sharon Williams (BPS)
Beryl McWhan (PPG)	

### 1: Apologies:

Sharon Hearty (PPG)	Edward Rawlinson (PPG)
Ann Turner-Culverhouse (PPG)	Ken Ramsden (PPG)
Terence Watkinson (PPG)	Michael Pick stock (PPG)
Joseph Whyte (PPG)	Rebekah Boyd (WB)
John Martin (PPG)	Annamarie Worrall Arrowsmith(PPG)

Sharon explained that we do have a new member, Annamarie, but she was unable to attend this meeting.

Syd announced that due to health issues Ken Ramsden has resigned from the Group.

We also, have another possible new member, Sharon is currently trying to contact him.

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

Minutes of last meeting agreed as true record.

### 3. Wellbeing:

Rebekah is currently on annual leave.

### 4: Flu Clinics:

Joanne explained that we have had a very good response for the first 2 drop in clinics, vaccinating 757 patients on the first one and 563 on the second. We have had positive feedback from patients regarding these clinics.

The Practice did test a late night Thursday clinic and there was a bigger uptake than expected, leaving us with not enough staff to vaccinate. Joanne explained that we are having another tomorrow (Thursday 5<sup>th</sup> October), but with more staff present. We have learnt from the first and hopefully tomorrow's clinic will run a lot smoother and it has taught us that people do want a late clinic to enable them to get their vaccination.

Christine explained that she came down on the Thursday night and she was in the queue for approx. 40 minutes and eventually just went home. Joanne explained that we have never

done the late night clinics previously and we do need to test and learn from them so that we can improve them and fine tune them for next year.

Joanne explained that we have a lot of patients that have never come for their vaccination so the Practice has designed a postcard to encourage those patients to come in. The Practice also does home visits for our housebound patients and care homes.

**Action (JV): The Group asked if at the next meeting could they have an update on how many patients have been vaccinated.**

### **5: Future Meetings:**

Joanne asked the Group if they would be happy to have future meetings on the first Wednesday of every month and to trial a time of 4pm – 5pm. Everyone agreed and Joanne explained that if there is a struggle for people then we will look at this again.

Next meeting will now take place on Wednesday 1<sup>st</sup> November 4pm – 5pm.

Joanne asked the Group that now we have merged as one Group with Heath Road, would the Group like to do another vote for position of Chair Person. The Group agreed, so far Syd is the only person to put his name forward.

If anyone else is interested they need to let Sharon know.

**Action: Vote for new Chair Person at the next meeting**

### **6. Future projects for the Group:**

Joanne asked the group if they had any ideas of what they would like to work on next as a project, something to focus on for the good of the Practice.

The Group felt that they could focus on something around ways to improve overall service such as appointments, staff training and ways to communicate correct services to patients and how they access and use them. Deb suggested workshops to promote. Joanne explained that the first stage is to identify things that the Group are regularly facing, look at these particular issues and how we can then communicate to patients.

The Group asked again about having a list of services available in the Practice on display. Sharon passed around a draft copy of services provided. It was felt that the list still needs to be more in depth, stating who deals with what.

Joanne informed the Group that from the end of October the Practice will be employing an Advanced Nurse Practitioner. She is able to treat a lot of minor ailments, diagnose and prescribe, basically like a Junior GP. She will be full time seeing patients. Along with the Clinical Pharmacist, this all supports the GP and we now need to educate patients that they do not always have to see the GP, that there are other options.

The Group asked about how the system currently works if patients do need to be seen urgently and no appointments are available. Joanne explained that Reception are trained to ask about symptoms, they will then add the information on a list for the Duty GP who will then triage the list and decide on the best course of action for each patient.

**Action: The Group will have a think about future projects.**

**9. Patient Comment Box:**

No comments in the box.

**10. AOB:**

No further Business to discuss.

**Date of next meeting:**  
**Wednesday 1<sup>st</sup> November 2017**  
**4pm – 5pm**