



# **Grove House Practice & Heath Road Surgery**

## **Patient Group Meeting: 1<sup>st</sup> November 2017**

### **Attendees:**

Syd Broxton (PPG)	Ann Turner-Culverhouse (PPG)	Edward Rawlinson (PPG)
John Martin (PPG)		
Joanne Valade (BM)		
Chris Jones (RM)		
Sharon Williams (BPS)		
Rob Foster (Federation)		
Gill Thistlewood (ANP)		

### **1: Apologies:**

Sharon Hearty (PPG)	Roy Brown (PPG)
Stephen Dougherty (PPG)	Rita Gallagher (PPG)
Terence Watkinson (PPG)	Michael Pickstock (PPG)
Christine Owen (PPG)	Beryl McWhan (PPG)
Annamarie Worrall Arrowsmith(PPG)	

The Group welcomed new member, Harry, who has been a patient at the Practice for over 50 years.

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

A) Flu Vaccine Update: Joanne updated the Group regarding the Thursday night flu vaccine clinics, on the first 152 patients were vaccinated, but this did not run as smoothly as we would have liked and we had a few complaints. However, we recognised these issues and the second clinic was a lot more organised like the Saturday morning clinics, vaccinating approx. 120 and approx. 100 on the 3<sup>rd</sup> Thursday.

Ann felt that this year there seems to be a bit of fear out there about having the flu vaccination. Joanne explained that we are doing ok with figures having nearly hit the target for over 65's, but we are not hitting the target as much for under 65's, mainly children. We are halfway through for patients with chronic diseases.

Syd asked if the Practice get any notification from Pharmacies who vaccinate patients. Joanne explained that yes we do. At this time we still have some work to do, but it all seems to be going really well.

B) Date and time of meetings: Everyone agreed that they were still happy with the new dates and times Group meetings. Sharon passed out information on the meeting dates for 2018. These are as follows:

Wednesday 10<sup>th</sup> January  
Wednesday 7<sup>th</sup> February  
Wednesday 7<sup>th</sup> March  
Wednesday 4<sup>th</sup> April  
Wednesday 2<sup>nd</sup> May

Wednesday 6<sup>th</sup> June  
Wednesday 4<sup>th</sup> July  
*No Meeting during August*  
Wednesday 5<sup>th</sup> September  
Wednesday 3<sup>rd</sup> October  
Wednesday 7<sup>th</sup> November  
*No Meeting during December*

### **3. Wellbeing:**

Rebekah is currently on annual leave.

*(Post Meeting Note: There is now a new Wellbeing Officer for Grove House, Kristine Pluger, who will start attending meetings in 2018)*

### **4: Rob Foster (GP Federation):**

Joanne introduced Rob Foster from The GP Federation. Rob explained to the Group who he works for and how the Federation came about due to Practices wanting something setting up were all Practices would be represented as one. He explained that part of the Federation was to look at what Practices in Halton needed, after looking into this GP Extra was started. This is a service which provides GP appointments in the evening during 6.30 – 9pm and is currently run out of Heath Road Surgery. The only way a patient can book an appointment with GP Extra is through their own Practice.

Rob explained that so far feedback from the service is great. He explained that the chances are you will not see your own GP and you need to give consent for your medical record to be used. The service has only just started to be advertised, clinics Monday to Friday are full and are being utilised, Saturdays are a bit hit and miss currently and Sundays are really quiet. Rob explained that they are currently looking at ways so that patients can book into the appointments themselves.

Tony asked if a patient phones Out of Hours do you get an option to go for one of these appointments. Joanne explained that no, they are not connected, if a patient has a problem in the evening, after the Practice is closed, it would still be Out of Hours, but if the patient phones the Practice during the day and our next appointment is a few days away, then the patient will be given the option to go to GP Extra as a pre-booked appointment. There are approx. 30 appointments every evening, the bigger the Practice, the more appointments they have access to be able to book. If these appointments are not booked by a certain point in the day then they become available to all Practices. Rob explained that they are looking at ways to have a just turn up option, making the service more accessible.

Rob informed the Group that these are extra hours for GPs, nothing is taken out of their day to cover it, and it is all extra. Joanne explained that a lot of GPs are part time and choose to do the extra to fit in with their lifestyle; they put themselves forward to do the extra work. Tony asked what are the chances of the service being moved to a more central location. Rob explained that they are looking at this and it may not always be held at Heath Road Surgery.

Rob informed the Group that the Federation will be holding events so that they can gain people's views on the work that they do. The first event will be held on 29.11.2017 at the Heath Business Park 7pm-9pm. These events will run every 3 months at different times and locations. Syd thanked Rob for his input into the meeting.

Ted asked Rob about what is happening with Mental Health issues in Halton. He explained that he has been trying to find out what happened with the 1.6 million from the Prime Minister Challenger fund as he heard that money from this was supposed to be ear marked for mental health. He explained that he feels like he is always being fobbed off and that Halton needs more mental health doctors and facilities. Joanne explained that we need to be careful as we are going out of our PPG area; some conversations are wider than this Group. Ted explained that he feels very frustrated with everything that is happening surrounding mental health. Joanne informed Ted that the Clinical Commissioning Group is the main target for this type of issue. Deb suggested that maybe work on protocol to take to the Commissioning Group.

Rob explained that he would be happy to come back and talk about what they are trying to achieve by bringing awareness back to Halton.

#### **5: Introduce Gill Thistlewood:**

Joanne introduced Gill Thistlewood, who is our new Advanced Nurse Practitioner. Gill informed the Group that she has a background in Nursing, has also worked as a midwife and in walk in centers. Gill generally deals with minor ailments, but can also manage more chronic illnesses. She explained that she can also order investigations such as scans, refer to secondary care and issue prescriptions, she has been a prescriber for 12 years. She can do a lot of what a GP does. Most of Gill's appointments will open up on the day and she will have access to the Duty GP template.

#### **6: Future Project:**

Joanne asked the Group if they had thought about future projects for them to work on, it is about how best we use the Group. Ann felt that maybe we could do something around mental health, maybe look into and see what is happening as surely Ted is not the only one experiencing problems. Joanne explained that a lot of services for mental health are outside of the Group.

Deb suggested maybe we could start to identify what services we do have. Joanne explained that we could map out services, look at how we can promote those services, such as what we have got and where to go. We could also look at the possibility of inviting people in to talk to the Group. We are also getting a new display board within the waiting room, so we could use this to display some information.

#### **7. Vote for Chair:**

Joanne explained that now Grove House and Heath Road PPGs have merged it seems like the right time to put the vote back out there. Sharon will send out a voting slip with a stamped envelope to be returned to her. During the meeting in January the results will be read out.

#### **8. Patient Comment Box:**

No comments in the box.

#### **9. AOB:**

Syd wished to thank everyone for their co-operation throughout the year and wished everyone a Merry Christmas.

**Date of next meeting:**  
**Wednesday 10<sup>th</sup> January 2018**  
**4pm – 5pm**