



# Grove House Partnership

## Patient Group Meeting: 7<sup>th</sup> February 2018

### Attendees:

Syd Broxton (PPG)	Ann Turner-Culverhouse (PPG)
Tony Hayes (PPG)	Stephen Dougherty (PPG)
Edward Rawlinson (PPG)	Sharon Hearty (PPG)
Beryl McWhan (PPG)	Rita Gallagher (PPG)
Harry Howard (PPG)	Joanne Valade (BM)
John Lawrence (PPG)	Chris Jones (RM)
John Martin (PPG)	Sharon Williams (BPS))
Kristine Pluger (WB)	

### 1: Apologies:

Roy Brown (PPG)	Terence Watkinson (PPG)
Christine Owen (PPG)	Michael Pickstock (PPG)
Deb Kelly (PPG)	Annamarie Worrall Arrowsmith(PPG)

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

A) Apologies were given.

B) Joanne explained that at the previous meeting there had been no opportunity to have a look at GP Forward View on the projector and she just wanted to inform the Group about the NHS Strategy and the 10 High Impact Actions. One of these high impact actions was to look at ways of reducing the DNA rate.

If any of the Group would like to take a look at the 10 High Impact Actions, they can Google it or go to: <https://www.england.nhs.uk/gp/gpfv/redesign/gpdp/>

These actions also include Signposting, which aims at getting patients to understand there are more options within Primary Care than just a GP.

### 3. Wellbeing:

Wellbeing Officer, Kristine, gave a brief description of the services provided by the Wellbeing Team and explained that they are there for patients with health issues such as Stress, mild to moderate depression, domestic violence, drugs and so much more. Kristine explained that you can have an appointment with her at the Practice which can last up to 45 minutes.

Kristine passed around some information on Wellbeing and courses that are currently running.

### 4: DNA's:

Joanne passed around updated copies of the policy and letters and explained that the policy includes the following 4 steps:

- SMS text message after the 1<sup>st</sup> DNA within a 6 month period
- Phone call from Reception after the 2<sup>nd</sup> DNA within a 6 month period
- Informal letter after the 3<sup>rd</sup> DNA within a 6 month period
- If none of these actions are effective then the patient may receive a letter asking them to register elsewhere

Joanne explained that the Partners may not follow through to step four, but hopefully the first few steps will help to prevent the final letter being sent to any patients. Joanne explained that the Partners are happy with the policy. There will also be a notice going into the waiting room that now includes the financial loss that DNAs create.

Chris informed the Group that they had now looked into the DNA rate for June and July 2017 which shown high peaks of DNAs during those months. He explained that 30 patients from each month were looked, figures shown that the majority of people who DNA'd during this period were of our female population and from the age group of 45-60. Chris explained that he is going to look into the information further to get a better idea of what is happening.

The Group asked when do patients receive the SMS reminders for their appointments; it was explained that the first one goes out 48 hours after the appointment was booked and the second 48 hours before the booked appointment. This happens for any patient whom we have a mobile number recorded in their notes.

The Group felt that the policy was reasonable and within expectations from their perspective as a patient. Anne wished to express her concerns over the letter and felt that maybe the Practice should have a legal eye view the document before going ahead so as to prevent any future implications.

## **5: Mental Health:**

Sharon passed out a list of services that she had found around Mental Health within the Halton area. This is just our starting point and we need to decide on what we now do with the information we have. The Group suggested looking at some more services such as:

CAMS

Samaritans

Centers for Alzheimer's and Dementia (Kristine offered to bring in some information regarding this)

Age UK

SANE (national helpline)

The Group agreed to make mental health the main topic for discussion at the next meeting. Sharon will draft a booklet/leaflet of information gathered so far.

### **Actions:**

- 1) Organise discussion with GPs to get background into these services**
- 2) Sharon to draft a booklet/leaflet**
- 3) Projector needs to be ready for next meeting so that the Group can look at the websites for these services**
- 4) Look at designing a display for the waiting room**

Ted wished to express his frustration around the lack of acknowledgement with mental health in the Halton area and explained that there is a big gap within the system for mental health. He informed the Group that he is trying a lot of avenues, but not getting the answers he needs and feels that he is getting nowhere. Joanne explained that she whole heartedly agrees that there are gaps within this area, but we have to look at what we can do, for example promoting what services are available as they may actually help someone. She explained that we have to look at what we can do as a Practice and a Patient Group. Joanne expressed to Ted that he should keep going to the other forums outside of the Practice and if he needs any feedback from the Practice to enable him to achieve anything at these forums we are more than willing to help.

#### **6. Patient Comment Box:**

No comments in the box.

#### **7. AOB:**

- 1) Joanne informed the Group that the Practice has a new Registrar who will be us for the next 6 months, Dr Mark Guirguis. He will be seeing patients under the care of Dr Allen.
- 2) The waiting room has been redecorated and there will be some new notice boards going up.
- 3) Joanne wished to inform the Group that Dr Wilson went away to New Zealand and whilst he was there he got married on a glacier. They are both very happy. The Group asked Joanne to pass on their congratulations.
- 4) Care Navigation role –Joanne explained that we had discussed changing the title of Receptionists and the Reception area to something that is more appropriate and in line with the NHS England 10 High impact actions which include Signposting. The Group did not feel Care Navigators sounded appropriate, but did like Patient Services.

**Action: For all to go away and see if they could think of a new title for Reception and Receptionists.**

- 5) Ann expressed that she had wanted to say thank you to staff and the GP who had treated her so well, but felt that the Practice did not have anything that you could write an accolade down on. She felt there does not seem to be an official way to make positive statements to the Practice. Joanne explained that we do get letters and cards from patients and we do display them within the Reception area, but maybe we should look at publishing them within the waiting room. The Group felt a form would be good so that patients can write down accolades.
- 6) Syd expressed that it is nice to have the Heath Road PPG members present and just wished to check that they were happy with the way the meetings were going and ensure they were happy with Heath Road. They agreed that they were happy with everything.

**Date of next meeting:**  
**Wednesday 7<sup>th</sup> March 2018**

**4pm – 5pm**