



Grove House Partnership

Patient Group Meeting: 2nd May 2018

Attendees:

Syd Broxton (PPG)	Deb Kelly (PPG)
Tony Hayes (PPG)	Stephen Dougherty (PPG)
Beryl McWhan (PPG)	Rita Gallagher (PPG)
Harry Howard (PPG)	Chris Jones (RM)
John Martin (PPG)	Sharon Williams (BPS))
Joanne Valade (BM)	

1: Apologies:

Ann Turner-Culverhouse (PPG)	John Lawrence (PPG)
Roy Brown (PPG)	Terence Watkinson (PPG)
Michael Pickstock (PPG)	Edward Rawlinson (PPG)
Sharon Hearty (PPG)	John Martin (PPG)
Annamarie Worrall Arrowsmith(PPG)	

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

- A) New name for Reception – Deb asked why we need a new name for the Receptionists.

The title of Care Navigator is being discussed by NHSE as part of the GP forward view strategy 10 high Impact actions. The CCG are investing in a Care Navigator funded programme that will be rolled out to every Practice, and this is due to start in September.

The Group felt that no matter what type a business is, everyone knows to go to the Reception so that they can be directed to the correct place within the business. They felt that there is still need for a meet and greet place. Joanne agreed that it is a meet and greet position, but with much more involvement in helping patients get to the right type of appointment / care. Joanne will keep the Group informed as it all progresses.

The Group also felt that patient confidentiality is important and that it needs to be maintained, no matter what. Joanne assured the Group that training would cover this and advise on how questions can be asked.

3: Mental Health:

The Group liked the new Practice booklet and they were happy for it to go out in the waiting room and on the website.

4. New Notice Board Display:

ACTION: Due to time bring forward to the next meeting.

5. Wellbeing:

Sophie Carr, the new Wellbeing Officer for the Practice, joined the meeting to discuss her role and what she wanted to achieve. She explained that there has been a high turnover of people in this job role and that it is not the highest paid position, so she suspects that is why people have left to go onto higher paid jobs. Sophie is looking to stay and is working on a 3 year project, she is aware that numbers for Wellbeing have dropped and her focus is to get these figures back up again.

She handed a new programme of activities to the Group, she explained that the majority of the courses are fully booked due to the promotion work she has been doing.

Sophie wished to discuss a new course that Wellbeing are running called Mindfulness, it is about being in the present. She explained that we all seem to live in the past or the future, but never the present. She explained that a part of this course is to smell objects not knowing what they are and to see if you can guess what the smell is. By doing this it helps to keep your mind focused on the present and forgetting about everything else for a short time within your day.

The Group took part in trying this method and thanked Sophie for coming to the meeting. They hoped that she will continue to attend the meetings as they feel a Wellbeing Officer attending them of benefit. Sophie assured the Group that she will attend as many meetings as possible.

6. AOB:

- 1) Syd wished to discuss the fact that he had received a letter from Warrington Hospital regarding an appointment, which mentioned the letter would also be sent to his GP Dr Hayes. He expressed that he had never seen this GP. Deb explained that this has also happened to her.

When the Practice receives letters from hospital consultants, they could be sent to any named GP within the Practice. When the letter is received by the Practice it will go through our system and be directed to the GP who deals with that particular patient.

Date of next meeting:
Wednesday 6th June 2018
4pm – 5pm