



Grove House Partnership

Patient Group Meeting: 6th June 2018

Attendees:

Syd Broxton (PPG)
Sharon Hearty (PPG)
John Martin (PPG)
John Lawrence (PPG)
John Timms (PPG)
Joanne Valade (BM)

Ann Turner-Culverhouse (PPG)
Deb Kelly (PPG)
Stephen Dougherty (PPG)
Rita Gallagher (PPG)
Chris Jones (RM)

1: Apologies:

Harry Howard (PPG)
Tony Hayes (PPG)
Roy Brown (PPG)
Michael Pickstock (PPG)
Annamarie Worrall Arrowsmith(PPG)

Edward Rawlinson (PPG)
Beryl McWhan (PPG)
Terence Watkinson (PPG)
Sharon Williams (BPS)

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

- A) Online Profile / Facebook – The Group discussed how the Practice could get more patients looking at their Facebook page. They felt that sending out text messages could be a good way of informing patients that the page is available.

Post meeting note: Adam, IT support. is looking into this, but needed to wait for software to be updated before going ahead with this. Sharon has also designed an advert card to inform patients of the Facebook page, which could be placed on seats in the waiting room and on the front desk of Reception.

3: Health Walks:

Castlefields and Murdishaw Health centres are already doing Wednesday walks, but now Grove House and Tower House would also like to provide this for its patients. Each walk would last for approx. 1 mile and would cover different walks. There are lots of benefits to a walking group and a patient from Murdishaw health centre, who has COPD, is really feeling the benefits of taking part in such a group. Some GPs have been assessing patients beforehand, but the walking Group is open to all people of any age, currently they are also trying to recruit younger people.

If all Practices would get on board with this project then it could be a massive health benefit. The aim at St Pauls would be to meet up in the car park at the back of the building and some staff are also able to attend. There will be a registration process for each walk, so we would gain an idea of many patients are interested in the walks from this process. The Group discussed ideas for advertising such as on monitors as well as leaflets. It was discussed whether the walk should be 30 minutes or an hour and who would lead the Group, also who would be eligible.

Action: Joanne to look into these queries.

Post meeting Note: The walks are open to anyone; they are set at 30 minutes each, but can take longer.

Paula would like a few weeks so that she can organise publicity. The walks will also be available for Heath Road patients, but still leave from St Pauls.

5. Wellbeing:

Sophie was unable to attend the meeting.

5. Hub Working:

Dr Wilson joined the meeting to discuss that it has been advised for us to stop working in isolation and to look working closer together with to Tower House Practice. This could possibly mean becoming the St Pauls hub and part of the solution we could look at joining up some of the back office space i.e. admin and Reception. There could be a possibility within the Nursing team also. Dr Wilson explained that this is at a very early stage at present, but he is looking to have weekly or fortnightly meetings with Tower House to discuss a hub and something that could develop better care for patients. This would be with full CCG support; it would be a new development in the community and is about being multi skilled, so that the patient starts to believe in the system again.

The Group felt discussed a mental health hub, maybe going back to community care with the development of Halton Hospital.

6. AOB:

- a) Call waiting times – The Group had concerns about the length of time it seems to be taking to get through to Reception via the phone lines, sometimes this being 7 – 10 minutes, even longer and up to 20 minutes. Chris explained that the average waiting time is normally around 1.50 seconds, there are normally 4 in the queue and anything after this does go to engaged tone. The Group felt that this could be frustrating to get the engaged tone and could also waste credit on a mobile phones. Some of the Group felt that the engaged tone is good and could actually save patients money.

The Group had some queries over appointments and wished to know what is the percentage of appointments that go to pre-booked and what is the percentage that goes to on the day appointments. Chris explained that this does vary from day to day.

Action: Chris will look into the amount of people that can wait in the phone queue and see what could be the solutions.

The Group would also like to see figures for how many appointments go to the online appointments, how many go for go on normal routine appointments and how many are available before the phone lines open.

Action: Chris will speak to Joanne about getting these figures.

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