



Grove House Partnership

Patient Group Meeting: 5th September 2018

Attendees:

Syd Broxton (PPG)
Sharon Hearty (PPG)
John Martin (PPG)
Beryl McWhan (PPG)
Joanne Valade (BM)
Lianne Wilson (BA)

Ann Turner-Culverhouse (PPG)
Deb Kelly (PPG)
Stephen Dougherty (PPG)
Rita Gallagher (PPG)
Carolyn Linton
Edward Rawlinson (PPG)

1: Apologies:

John Timms (PPG)
Tony Hayes (PPG)
Roy Brown (PPG)
Sharon Williams (BPS)
Harry Howard (PPG)

Michael Pickstock (PPG)
Terence Watkinson (PPG)
Annamarie Worrall Arrowsmith(PPG)
Chris Jones (RM)

The Group welcomed a new member, Carolyn.

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

Minutes agreed to be a true and accurate record.

Health Walks: The walks have now started. They run every Friday Morning at 11am from the Practice and are being advertised via the waiting room and the Practice Facebook page. Sharon expressed that she would like to become a walk leader, Joanne explained the process and said it would be a great asset to have a PPG member as a leader. She offered to follow up the request but Sharon was happy to contact Paula Pearl direct. Sharon will let us know how she is getting on.

3. Wellbeing:

A Wellbeing Officer was not present at the meeting as she had patients booked in this afternoon. Joanne explained that hopefully they will attend the next meeting as we have now have agreed to block a slot off on their template in advance so they can attend.

It is now a different lady and the group agreed there seems to be a big turnaround with staff for Wellbeing at the moment. The Wellbeing board is up to date and the service is good. Syd would like to see what the uptake is for Wellbeing services, Joanne explained that it is successful, and she should be able to get figures on how many have attended sessions, but it will not contain any patient data as that is confidential.

4. Care Navigation:

Part of the GP forward view 5 year plan from the NHS England to help patient have more choice and save time for care. This means getting the right person for problem and this is not always the GP. Care Navigation is being introduced as active signposting to services that the

patient may not be aware of. It will always be the patient's choice. Receptionists give information about services to the patient so they can make an informed choice, receptionist do not triage the patient. Receptionists are going through a training programme to enable them to navigate patients to better services. In most cases the new service may mean the patient is seen quicker than waiting to see a GP. Syd asked is Reception making this decision, Joanne explained no, the Patient does, they are getting more information and it is essentially what they already do.

There will be 6 services available which Reception can offer to a patient, but it is still the patient's decision. Reception has been offering other services for some time now, such as Clinical Pharmacist or Optician. The Group felt that Reception should not be asking personal information at the front window and is this new way not going to make their job harder. Joanne informed the Group that at this stage it will be more over the phones than at the front window. Training will be given to all staff and if a patient really feels that they need to see a GP that option will still be available.

All Practices will be getting an information pack, which can go onto our plasma, this way it will be communicated to a wider audience. Joanne informed the Group that the voice message on our phone system will be changed to Dr Wilson who will explain Care Navigation and that Reception will ask questions, so that the patient is aware. All Practices in Halton will be going live on the same day, with same message at the beginning of October.

The Group asked about online appointments. Joanne explained we believe there is a box where patient's type details of their appointment request and then that will be triaged so the patient can be offered the most appropriate service and does not always need to see a GP. This new way will free up GP time for more complex cases. We need to look at this in more details though.

The Group asked what happens if you want an appointment for children. They enquired about setting up a child clinic each day. Joanne explained that it will be the same care for children as the Navigation services are not suitable for children. Dr Wright has a paediatric qualification so she may be interested developing more children's services. Currently children's urgent symptoms are added to the duty list.

Action: Joanne to circulate the Care Navigation pack.

5. AOB:

- a) Dr Wright – The Group asked if Dr Wright will be returning. She started as a salaried GP on 4th September and will be doing 3 sessions a week.
- b) Heath Road Prescriptions – Joanne informed the Group that we have tried to offer choice of where a patient can collect a script from. To do this we use across site printing but this keeps failing. We have worked with the IT team to resolve it but it still is not working well and consistently. Patients are getting frustrated when their prescription is not there for collection and there is a risk if a script cannot be located. Currently there is no stable IT fix for this problem, so 1st October there will be no paper scripts at Heath Road. We will promote use of a designated pharmacy; which will be easier for some patients. You do not need to be signed up to online services to nominate a pharmacy and the prescription is sent straight there. We are attaching a leaflet to all current prescriptions to inform patient of the change.

- c) Flu Clinics – The Vaccines are different this year, and delivery has been scheduled so that all practices receive some allocation vaccines. This will influence the dates of the Saturday Clinics. They are 13th and 20th October and 10th November all at Grove House. The size of the heath branch isn't suitable for walking clinics
- d) Meeting dates – Syd asked if they can have a list of Patient Group meeting dates and can it be consistent as many have been cancelled.
Post meeting note: Dates for meetings each year are usually sent out during December for the following year. But another list will be circulated before the next meeting
- e) Ted asked if the Practice could raise an issue with the CGG that he'd like to see a GP who is trained in mental health in every practice.

Date of next meeting:
Wednesday 3rd October 2018
4pm – 5pm