



Grove House Partnership

Patient Group Meeting: 7th November 2018

Attendees:

Syd Broxton (PPG)
John Martin (PPG)
Harry Howard (PPG)
John Timms (PPG)
Sharon Hearty (PPG)
Joanne Valade (BM)
Chris Jones (RM)

Ann Turner-Culverhouse (PPG)
Deb Kelly (PPG)
Stephen Dougherty (PPG)
Carolyn Linton
Beryl McWhan (PPG)
Edward Rawlinson (PPG)
Sharon Williams (BPS)

1: Apologies:

Michael Pickstock (PPG)
Roy Brown (PPG)

Tony Hayes (PPG)
Terence Watkinson (PPG)

Chris wished to inform the Group that Rita had made the decision to move to Castlefields Health Centre due to this being the Practice where her husband is registered, so regretfully that means she has left the Group. Chris explained he was trying to contact Rita to see if there were other reasons for her leaving the Practice as she always seemed very positive especially with her feedback regarding care navigation.

Syd wished to say that all the Group are sorry to lose Rita as she always contributed well to the meetings, he asked Chris would he pass this message on if he managed to speak with Rita.

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

Minutes agreed to be a true and accurate record.

Care navigation: The Group had some concerns regarding the Optician option that will be given as part of Care navigation. They asked if patients would have to pay if they are directed to this service. Chris explained that no, that will not happen, patients will be given a phone number for the minor eye clinic, from there they will be triaged and their health issue dealt with for free.

Dr Wright – The Group asked if Dr Wright was now a permanent GP at the Practice. Joanne explained that yes she is now a salaried GP, doing 3 sessions a week some here and some at Heath Road.

3. Social Prescribing:

Joanne informed the Group that currently there is a big drive by NHS England around Social prescribing. This includes things like the Walking Group and courses that Wellbeing run as it is felt that these types of activities can be better than medication. As part of Care Navigation an option choice is Wellbeing. Joanne explained that there could be something in this area

that the Patient Group could help with. We want to explore what as a Group and a Practice we can do, maybe the Group could start to think about some ideas so that we can discuss at the next meeting if this is something that the Group would like to get involved in.

Ann explained that we did try doing something similar when Ollie was with Wellbeing around mental health issues and people who may be isolated. It was felt that the Group can look and what Wellbeing are doing and raise awareness for that or the Group can focus on setting something up independently.

4. Notice Board:

The Group wished to mention that they like the new Clinician board in the foyer area.

Chris informed the Group that the Patient Group notice board had now been ordered and will be put up shortly, so it is now just a question of what the Group would like to put on it. The Group suggested:

- 1) Anonymised minutes from meetings
- 2) Walking Group information
- 3) Agenda for meetings
- 4) Ask if anything people would like discussing at meetings (new comment box will also be getting put by the notice board)
- 5) Key items that the Group have helped to implement
- 6) How to contact the Group
- 7) Group photo

Syd asked if this will all be replicated at Heath Road. Joanne felt that was an excellent idea and will look into it.

5. Flu Clinics:

Joanne informed the Group that the Drop in Flu clinics have been going really well and more patients have been vaccinated than this point last year. We have had some of the biggest attendances at both the Saturday and Thursday clinics, with following figures:

Saturday 13th October 822 patients vaccinated
Thursday 18th October 178 patients vaccinated
Saturday 20th October 519 patients vaccinated
Thursday 1st November 130 patients vaccinated

There are still approx. 5,500 patients we are trying to reach, there will be patients who have not declined the vaccination also. The under 65s are harder to reach, we hit 48% last year. Deb felt that the vaccination was given late this year and that maybe people have already got flu symptoms, so that could be why they have not been for the vaccination. Joanne explained that there has been nothing to suggest that there has been a flu epidemic. The flu clinic dates have been set due to the vaccination scheduling and delivery of the vaccine.

Joanne asked if anyone from the group would be want to come for the next Saturday drop in clinic. Ann explained that the last one she did she felt like she was a bit of a nuisance and in the way as it was so busy. Sharon, Beryl and Syd explained that they came to the first drop in clinic to promote MJOG Messenger, but she felt there was far too much information to give out. Syd and Sharon will come in again for Saturday 10th November.

6. Care Navigation Update:

Syd asked if you are able to see any optician within the area. Chris explained that the Care navigators have a list and will provide patients with the details of the ones in the area that they can attend. Beryl informed the Group that she had to wait 4 days to see the optician. Chris explained that it does depend on urgency, when a patient phones the optician they will be triaged and will be given an appointment based on the urgency of the symptoms.

Chris asked of any of the Group have phoned the Practice since Monday and heard the new message that Dr Wilson has recorded. Carolyn said that she had and it sounds a bit slow like he is reading off an auto queue. It was felt that the message will encourage patients as it is coming from Dr Wilson.

Chris explained that some patients are taking up the option and some are not and that everything being discussed during the Care Navigation phone call is being recorded in patient's notes so that the GP can it. As yet there has been no negative feedback, but if anyone hears anything from their friends and family could they please pass it on.

7. Care Navigation Update:

- a) Duty GP – The GPs have now shortened the list of questions that will be asked to a patient phoning for an urgent appointment.
- b) Urgent Care Centres – Harry wished to inform the Group that he had information that states the Urgent care Centres within Runcorn and Widnes will be changing their GP Provision to only 6 hours per day, which will be 12-6pm.
- c) Duty GP – Joanne explained to the Group that each day a GP covers a duty day where they triage any patients that say they need an appointment for that day. One of the GPs feels that Reception could be asking more questions prior to putting them on the duty list, so they have devised a question sheet that Reception could use. Reception would ask questions such as:
 - 1) Who is calling?
 - 2) What help is needed?
 - 3) Length of time they have had the symptoms?
 - 4) What have they already tried?
 - 5) Can it wait a few days or is it urgent?
 - 6) What help are they looking for?

Joanne asked the Group how they would feel, as patients, being asked those types of questions by Reception. The Group felt there were far too many questions and they would expect those questions from the GP, but not Reception.

Date of next meeting:
Wednesday 7th November 2018
4pm – 5pm