



# Grove House Partnership

## **Patient Group Meeting: 5<sup>th</sup> December 2018**

### **Attendees:**

Syd Broxton (PPG)  
John Martin (PPG)  
Sharon Hearty (PPG)  
Tony Hayes (PPG)  
Chris Jones (RM)

Ann Turner-Culverhouse (PPG)  
Stephen Dougherty (PPG)  
Beryl McWhan (PPG)  
Harry Howard (PPG)  
Edward Rawlinson (PPG)

### **1: Apologies:**

Roy Brown (PPG)  
Carolyn Linton (PPG)  
Terence Watkinson (PPG)  
Joanne Valade (BM)

Deb Kelly (PPG)  
John Timms (PPG)  
Michael Pickstock (PPG)  
Sharon Williams (BPS)

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

Minutes agreed to be a true and accurate record.

Flu Clinic: The take up for the vaccination is currently better than we have had for previous years and we are now phoning around patients who are still eligible. We will ask Adam to provide us with percentages for the next meeting.

**Action: Percentage figures.**

### **3. Notice Board:**

The Group felt that the new Patient Group notice board is really good and that they especially liked the Group photo at the top. Chris suggested a new photo could be taken in the New Year. They felt that everything looks a lot better now all information in the waiting room is grouped together, much better than leaflets all over the table being messy. Chris explained what all the new notice boards are for and felt that it gives us better way to share more information with the public. He also mentioned that we to look at possibly moving the share the love board from the back of Reception to the waiting room to be more public.

Syd mentioned the GP board in the foyer and that he had noticed all the GPs on it, he questioned if this means that there are more GP appointments available. Chris explained that the extra GPs are there to cover for Dr Forde and Dr Williams, who are currently on maternity leave, so it does not mean more appointments are available. Chris asked that if the Group have any more suggestions about what they would like on their notice board to please let him know.

### **4. Suggestion Box:**

Chris informed the Group that there is a new yellow suggestion box now placed next to the PPG notice board, one has also been placed at Heath Road. There are forms in there for patients to complete or they can email comments.

## **5. What do we want from 2019?**

Chris asked the Group if they had any suggestions on what the Group could get involved with in 2019. They felt that they wanted to make the Practice number one and asked Chris if the Management team had any suggestion on how they might go about this. The Group felt that the Walking Group should hopefully also grow in 2019. Chris asked them to think of ways on how this could be promoted. The Group asked if we use our website and social media sites to advertise this, Chris explained that Sharon Williams updates this on the sites.

Chris informed the Group that in 2019 the Practice will nominate a charity to support and will run events to raise money for that charity during the year.

The Group discussed alternative medicine and maybe looking at this more in 2019. Chris explained that we our smoking cessation clinics are going well; we also have a Diabetic Nurse who comes into the Practice as well as our Practice Nurses. Chris asked to the Group to have a think about what they would like to suggest for the New Year.

## **6. AOB:**

- a) Children in Need – Chris informed the Group that the Practice raised £177.00, which the Partners matched making a total of £354 raised.
- b) Chris informed the Group that we have a new Practice Nurse, Denise Ingram, who started on Monday. She will do three days, Wednesday, Thursday at Grove and Friday at Heath Road. Her appointments will open up at the end of December.
- c) Cosmetic Surgery – Syd had heard on the news that NHS England made a comment about the NHS does not cover cosmetic surgery etc. and asked if we know of anywhere else that do this. Chris mentioned that the Practice some of our GPs do minor surgery and he will find information on what this is for the next meeting.

**Action: To find out minor surgery information**

## **6. Wellbeing:**

Wellbeing introduced herself and discussed advertising the service in the New Year. They are looking to have a volunteer come into the Practice on a Wednesday to promote. Syd asked if this would be effective, she explained that it should be as Grove House is a very busy Practice. IPAT are now working alongside Wellbeing and the courses are doing really well, plus we use the notice board too. The Group felt that we need to promote our networking more, i.e. Wellbeing, Wai Lan etc. and asked if we could advertise in the local paper.

**Date of next meeting:**  
**Wednesday 9<sup>th</sup> January 2019**  
**4pm – 5pm**