



Grove House Partnership

Patient Group Meeting: 7th January 2019

Attendees:

Syd Broxton (PPG)
John Martin (PPG)
Sharon Hearty (PPG)
Tony Hayes (PPG)
Roy Brown (PPG)
Carolyn Linton (PPG)
Chris Jones (RM)

Ann Turner-Culverhouse (PPG)
Stephen Dougherty (PPG)
Beryl McWhan (PPG)
Harry Howard (PPG)
Deb Kelly (PPG)
Sharon Williams (BPS)

1: Apologies:

Ann Turner-Culverhouse (PPG)
John Timms (PPG)
Terence Watkinson (PPG)

Joanne Valade (BM)
Edward Rawlinson (PPG)
Michael Pickstock (PPG)

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

Minutes agreed to be a true and accurate record.

Flu Clinics: Chris gave the Group an update on Flu Vaccination uptake:

All Under 65's – 1131 patients, this is a 42% uptake – target is 55%, but we always struggle to get this age group to come in for the vaccination.

All Over 65's – 1768 patients which is a 75.04% uptake with the target being 75%.

We do have the rest of January to go, so hopefully the Practice will get the remaining patients in for their vaccination and meet all targets. Chris explained that we are pleased with this year's performance.

Chosen Charity: Chris informed the Group that Kirsty, our Administration Manager, is looking to start up a Charity Committee to help the Practice decide which charity they wish to support. They would look at all suggestions then it would go to a vote. The Group asked if it would be possible for one of them to also be a part of the Committee, Chris felt that should not be a problem. Sharon put herself forward.

Action: Chris to inform Kirsty.

3. Wellbeing:

Shannon joined the Group and she explained that their new programme of activities is now ready. They have a lot going around social prescribing and they are looking to get someone in to do a session in the waiting room. They have also had a lot of positive comments from the CBT course.

4. 2019 Plan – Dementia / Dementia Friends:

Sharon mentioned that at the previous meeting the Group had been discussing what they want from 2019, Joanne had asked the Group to consider dementia as she felt it may be a good area for the Group to work on, perhaps to have information sessions within the waiting room with other services there attending. Sharon explained that she had looked into the Group becoming dementia friends in order to provide affective information sessions within the Practice, but after getting advice from Dementia Friends it seemed better to register as a Practice rather than the Group as individuals. She explained that we have a couple of options that would enable us all to train on dementia and learn what it is that we would need to know so that we could hold information sessions.

One option is to get a trainer to come in and give an information session, this is not always possible as they are very short on people to do this, or the second option is to watch a video from the Dementia Friends website. It was agreed that Sharon will try to arrange someone from Dementia Friends to come in for an information session possibly at the March or April meetings, so that one meeting can focus entirely on dementia.

Post meeting note: Sharon has contacted Dementia Friends to arrange this, but so far, we have not been matched with someone who can come and deliver the session. If this option is not available, we will look at the video option.

The Group were all in agreement that it is a good idea to focus on dementia during 2019.

5. NHS 10-year plan:

Chris explained that the Teresa May has been introducing the new 10-year plan on the news recently, but as yet we have not been given too much information around this. What we do know is that there will be funding going into Mental health, social prescribing, healthy living programmes and new testing centres for cancer patients to ensure earlier diagnosis.

Chris informed the Group that as we get more information, we will certainly share it with the Group and perhaps Dr Wilson could come to a meeting to discuss in greater detail.

Post meeting note: Sharon distributed information to the Group from the Government website: <https://publichealthmatters.blog.gov.uk/2019/01/08/the-nhs-long-term-plan-10-key-public-health-points/>

6. General Performance:

Chris wished to discuss the Practice's performance especially around key areas that the Group may have had an impact on during 2018 such as DNA rates. This is an area the Group had helped with including the policy for DNAs last year.

In December 2018, 77 patients did not attend their appointment, which in comparison to December 2017 is significantly lower when 159 patients had missed their appointments. Chris explained that we are showing improvements within this area and the DNA rate has been lower over the past several months.

Harry asked if the Practice is aware of who the serial offenders are. Chris explained yes, we are aware, and they are discussed with the GP's so we can see if there are any health reasons why they are missing appointments and to decide what action to take. As yet, we

have not had to send anyone the final letter. Deb asked if they could possibly see the protocol again.

Action: Copies of protocol for next meeting.

Chris asked the Group if they could guess how many phone calls that Practice had taken throughout December 2018. They came in with guesses ranging from 4000 to 5000. Chris informed the Group that the figure was 6331, which is a significant amount more than the same time last year when we took 4906 phone calls. Most of the calls were answered within 1.30 minutes, but we cannot figure out why there has been such a big jump in figures for the past two Decembers.

Since Care Navigation was launched, it was offered 41 times and 16 patients accepted the offer given to them. We are currently waiting to see how we compare with other Practices.

The Group asked how many GPs does the Practice currently have? Chris informed the Group that we have 5 Partners and 3 salaried GP's, Roy asked how many sessions that adds up too.

Action: Chris said he will get the exact figures for the next meeting.

The Group felt that they would like to relook at DNA's again within the plan for 2019, look at things such as why patients are not attending their appointments.

Sharon passed out some statistics regarding the Practices' Facebook site including how many followers and page likes we currently have. At this stage we do not have enough information to do the same for the Practice Twitter site as it is fairly new.

7. Patient Comment Box:

The Group all agreed that the new comment box looked good and they were all happy with it. Chris explained that there was a comment in the box, but it was not anything the Group could have dealt with.

8. AOB:

- a) Urgent Care Centres – There is currently a lot of confusion around the development of the Urgent Care centres and what is the difference between an Urgent **Care** Centre and the plans to turn it into an Urgent **Treatment** Centre. The Group wondered what the difference is between Care and Treatment. Sharon said that she would contact the CCG to see if she could find out more information regarding this and get an explanation.

Post meeting note: Sharon contacted the CCG and they provided a link to more information and a survey which can be taken during the consultation period. This information was sent to PPG members and added to the Practice social media sites, this information also contained a booklet which has been forwarded to Group members. The CCG have also offered to send their Engagement Officer and hopefully a Commissioner to the next PPG meeting on 6th February to do a questions and answers session with the Group.

Link to CCG information: <http://www.haltonccg.nhs.uk/get-involved/development-of-urgent-care-centres>

- b) Services available – The Group also had some confusion over what all the services do and what they can be used for, for example the UCCs, Pharmacies, A&E and Out of Hours. Sharon explained that we do put an image on our Social Media and Newsletters, but she will bring one to the next meeting.

Post Meeting Note: In the booklet that the CCG sent, there is a section which explains all the services extremely well, please see image below:

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| Self Care Make your local Pharmacy or NHS.co.uk your first choice for minor health problems. Build up and maintain a well-stocked Medicine Cupboard, ask your Pharmacist for help and advice. | Pharmacy A Pharmacist can help with many ailments, such as coughs, colds, asthma, eczema, hayfever and period pain. You don't need an appointment, so just call in! They are always happy to help. | Call NHS 111 You can call NHS 111 for free, 24hrs a day, 365 days-a-week. Or go online at NHS.UK and use the online health service tool: www.nhs.uk |
| General Practice (GP) Your GP Practice should be the first point of contact for an illness you can't treat at home or at the pharmacy | GP Extra The GP Extra service provides appointments outside of regular hours and at the weekend to visit a prescribing GP. Ask your GP Practice to make you an appointment or for more information | |
| Urgent Care Centres The Urgent Care Centres are available 356 days-a-year from 7am until 10pm in Runcorn and Widnes and provide expert treatment with no appointment needed. They can provide expert diagnostics including x-ray, ultrasound and pathology. The Urgent Care Centres also have specialist staff to treat children. Widnes Urgent Care Centre Caldwell Road Widnes, Cheshire WA8 7GD Tel: 0151 495 5000 | | |
| Runcorn Urgent Care Centre Halton General Hospital Runcorn, Cheshire WA7 2DA Tel: 01928 714567 | | |
| Accident and Emergency (A&E) or 999 Your Local A&E is there to treat life threatening injuries or illnesses. If you don't require this level of assistance please select one of the other services available. | | |

Date of next meeting:
Wednesday 6th February 2019
4pm – 5pm