



Grove House Partnership

Patient Group Meeting: 6th February 2019

Attendees:

Syd Broxton (PPG)	Ann Turner-Culverhouse (PPG)
John Martin (PPG)	Beryl McWhan (PPG)
Sharon Hearty (PPG)	Harry Howard (PPG)
Tony Hayes (PPG)	Deb Kelly (PPG)
Roy Brown (PPG)	Chris Jones (RM)
Carolyn Linton (PPG)	Sharon Williams (BPS)
Edward Rawlinson (PPG)	

1: Apologies:

Joanne Valade (BM)	John Timms (PPG)
Terence Watkinson (PPG)	Michael Pickstock (PPG)
Stephen Dougherty (PPG)	

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

Minutes agreed to be a true and accurate record.

Chosen Charity: Chris has spoken to Kirsty and she is happy for Sharon to be part of the charity committee, when they are ready to go Kirsty will contact Sharon.

GP Session Figures: Chris explained that if we have all 8 GPs in the Practice, which is 5 Partners and 3 GPs, then would have 55 sessions per week which includes each GP's morning and afternoon clinics. He explained that we are looking to take on another salaried GP in March which would mean an extra 4 sessions.

3. NHS Halton CCG – Urgent Care Centres:

The Group welcomed Diane Armstrong, Commissioner Officer and Katie Horan, Engagement Officer from the CCG. Diane asked the Group if they have ever used the Urgent Care Centres, the Group said that they have done so. Diane explained that the centre has been around for a while now since 2013, it seems to be used really well especially over the past few years, though data is showing them that they are losing over a 1000 patients who are going to A&E instead. It is felt that a lot of people do not know the Urgent Care centre is there, this is why they need to look into the services and the way they delivered. Diane wanted to make it clear that the centres are not closing they just want to improve the services.

Anne felt that the centre is not used much as there are not many GPs there and it is more nurse led, so this is why the service is being avoided. Another issue is around the waiting times, Syd agreed with this as he waited 45 minutes to be triaged, and then he had to wait again. Debbie mentioned that the signage is also very poor all around the hospital grounds and it appears that you have to pay for car parking when this is not the case, but you do not know this until you actually enter the building.

Diane explained that it has come up that care and compassion is an issue and that the staff is not compassionate enough and need more empathy. It was also felt that the chairs are not very comfortable when waiting long periods of time. Debbie mentioned that there is also issues as the chemist within the hospital is not always open and then you are left to go around Runcorn trying to find a chemist that is open. The Group felt that the Widnes Urgent Care centre is much better and it feels like it has a purpose.

Diane explained that they are trying to simplify everything with the aim for patients to be welcomed, triaged and treated within 2 hours as currently a lot of people bypass the centre and go straight to A&E, they want to change people's minds on this. Syd explained that he went to Fazakerly and he was told at every stage what was happening, told if doctor was running behind and when he would be seen. He felt that being told this information does help. However, this is not the case at Halton. It was agreed that this is what can cause the frustration for patients, so they give up and go to A&E.

Diane explained that people are prioritised by urgency, but there are other options before the Urgent Care Centre such as GP Extra and Out of Hours. It was felt by the Group that as long as a patient is told the waiting time at the beginning it is then giving them the choice as to whether they wish to stay and wait or leave.

Diane explained that as part of the new proposal a discharge summary will be given, a copy for the patient and a copy for the GP that would get to them within 24 hours, in case the patient needs to be seen again by their GP. Chris explained that currently we receive these electronically and they are dealt with. The aim is to also to reduce the opening hours to 8am – 9pm, they have based this on the actual usage of the centre and there are lots of other services to use to use when the centre is closed.

They are also looking to improve the signage around the grounds and they are also looking at mental health as questions were asked around this area and 73% agreed that more help with mental health is needed, so they will be looking to get provisions to cover this. The Group felt if mental health is going to be a focus in the Urgent Care centres then it has to have the correct people in place to deal with this.

She explained that the consultation gives them the opportunity to look at the service that is being provided, such as will it be more GP led as it does currently cost them more if a person leaves the UCC then goes to A&E as it is then costed twice, so they want to direct people to the appropriate service.

4. 2019 plan:

- (a) Dementia – Sharon explained that we have been matched up with a representative from Dementia Friends who will come into our next PPG meeting on 6th March to deliver an information session, this would mean we would all be trained to be Dementia friends providing us with all information we would need to give out advice during Dementia week in May. Debbie, Beryl and Ted will not be available so Sharon will arrange for them to come in and view the training video separately.
- (b) DNA Protocol – Chris explained that if we compare figures from 2018 when DNA's were 175 appointments missed during January against January 2019 when it was only 66, then it looks like this is improving. The text reminder does make it simple and you can simply press cancel and it does it all for them.

Chris explained that he does call the patient afterwards , looks in the patients records and you can see that they have attended the UCC, so if it is for a child they probably do not think and take their child to where they will be seen the quickest. Chris felt though that 9/10 people do use the cancellation line.

5. Patient Comment Box:

There were no comments in the box.

6. AOB:

- a) Chris wished to inform the Group that we will be getting a new Registrar; Dr Jade Myers under the tutorage of Dr Brown, but Dr Fernando will also be staying with us for an extra 6 months, but moving under the tutorage of Dr Allen.

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