



Grove House Partnership

Patient Group Meeting: 3rd April 2019

Attendees:

Syd Broxton (PPG)	Ann Turner-Culverhouse (PPG)
John Martin (PPG)	Harry Howard (PPG)
Sharon Hearty (PPG)	Beryl McWhan
Tony Hayes (PPG)	Chris Jones (RM)
Roy Brown (PPG)	Toni Johns (B&F)
Carolyn Linton	Joanne Valade (BM)
Edward Rawlinson (PPG)	

1: Apologies:

Joanne Valade (BM)	Roy Brown (PPG)
Terence Watkinson (PPG)	Michael Pickstock (PPG)
Stephen Dougherty (PPG)	Deb Kelly (PPG)
Tony Hayes (PPG)	Sharon Williams (BPS)
John Timms (PPG)	

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

Minutes agreed to be a true and accurate record.

No actions from the previous minutes.

3. Wellbeing:

Siobhan shared that the service is going well. Patients are having 3 monthly 1:1s. A few patients are frequently attending CBT course and Siobhan talked through the course details with the group.

Siobhan advised that the creative painting has proved to be popular with Grove patients and the children's course is going really well. Wellbeing will be attending Dementia week here at the Practice and may bring along other agencies.

The group members briefly talked about the walking group *Walking for Health* that takes place on Friday mornings and Sharon shared that she is doing a course so she can get involved.

4. 2019 Plan (Dementia Week):

Chris informed the group that Dementia week will take place from the 20th – 24th May nationwide. The Practice will be inviting services into the Practice waiting room during this week to offer advice to patients. Each service will set up in the waiting room for one day.

Chris asked the group if they had any suggestions as to which services we could ask to take part. We have the following in mind so far:

Alzheimer's Society
Age UK
Wellbeing

A group member suggested that we ask for Care Home and Halton Haven input too.

Chris invited the group to come in and take part so that they can chat to patients about the recent Dementia training they took part in and the services on offer. The group were presented with a schedule with 2 hour slots available and advised that any time they could volunteer would be appreciated.

Each member of the group will go away and decide what times they are available and bring for discussion at the next meeting. Chris shared that we will also try and involve the GPs at the Practice.

The group discussed advertising and it was agreed that the Practice would advertise Dementia week via the Practice Facebook page, Website, Twitter, Plasma and posters.

The group briefly discussed the course of action taken after a patient has received a diagnosis of Dementia.

Anne passed on her apologies for Dementia week as she will be unavailable during that week.

5. Patient Comment Box:

There were no comments in the box.

6. AOB:

- **Over 75s Website** - Chris handed out a paper example of what the new over 75s website could look like; he advised that this has not gone live yet. Chris asked the group for their input on what's appropriate or if they could think of anything we could add to it. The group suggested a change to the opening paragraph, *Welcome to the over 75's page designed to give you **or your family** information on what services, benefits etc. are available within the Halton area.*
- **Lunching Clubs** - The group discussed lunching clubs. They feel that it would be a good idea to find out if there are any local ones and ask them to come in or provide information we could share with patients. Chris thinks this is a good idea and said that any events where we can invite patients in may also be possible, such as coffee/tea clubs where patients can have some time to sit down and chat to patient group members. One of the members suggested that we ask Wellbeing to run the coffee morning and the group members join them.
- **Issues with self-check-in screen** - Patient checked in and a while later was informed that the GP was no longer available that day. Patient never got to see a Doctor Chris is not sure how this has happened and explained how the Practice would deal with these situations when they arise e.g. telephone patients or send out a letter (if appointment was several days in advance), if the patient arrives we would normally pass the details onto the duty Dr for a new appointment on that day. In this case Chris will pass the information on to our IT team to investigate how the patient was able to self-check-in.
- **Opening voice message** – this appears to be breaking up when calling the Practice. Chris advised that he will check but this may have been resolved.

- **Problems with booking routine in advance appointments** - Patients trying online for 2 days but no availability. Calling the Practice to be informed that they need to ring at 8.30 for an appointment in 2 weeks' time. Ring on the day and all the appointments are gone but the problem is not urgent for on the day. Patients who are ill have to walk in the Practice to get an appointment. One member advised that she has defended the Practice to patients but has told them to complain if necessary. Chris advised that we do manage appointments and GPs will also triage to future appointments, he also explained why we would have used the appointments.
- **Cancer/Renal patients** - What does a patient with these conditions do if there are no appointments? Chris advised that if the problem was urgent then the GP would triage and an appointment would be given.

One of the Group members feels that appointments being open only two weeks in advance is not enough.

- **Care Navigated to the Pharmacy** - Practice advises some patients to go to the Pharmacy then the Pharmacy will tell the patient they need to see a GP.
- **Receptionists** - One member wanted to share that the Receptionists at the Practice are fantastic and that they can't do enough, the rest of the group agreed.
- **DNAs** - Chris advised that group that we had 81 DNA's appointments during February; this is an improvement. Trends show that patients book in for a review 2 weeks after seeing a GP. 2 weeks pass, the patient feels better and they don't turn up for the appointment. One member suggested better communication with Urgent Care if some patients DNA due to them attending there instead.
- **Faxing** - One member asked if faxing is a problem. Chris advised that all Practices will become paperless next year and communication will be via e-mail. This change will start with hospitals first.
- **Urgent Care Centre** - One member asked how the Practice receives information when a patient has been seen in the Urgent Care Centre. Chris advised the group that we receive a discharge summary the next day with all the information. The GP will read the discharge summary and decide if any action is needed.

One member shared with the group that when you attend the Walk-in Centre you are asked, *is it ok to contact your GP, have you tried to get an appointment with your GP and how long did you wait for an appointment.*

One member discussed a personal experience. Chris advised that he will chase up the information needed by the member.

Date of next meeting:
Wednesday 1st May 2019
4pm – 5pm