



Grove House Partnership

Patient Group Meeting: 1st May 2019

Attendees:

Syd Broxton (PPG)
Deb Kelly (PPG)
Carolyn Linton (PPG)
Edward Rawlinson (PPG)

Joanne Cripps (BM)
Chris Jones (RM)
Lianne Wilson

1: Apologies:

Tony Hayes (PPG)
Sharon Hearty (PPG)
Beryl McWhan (PPG)
Stephen Dougherty (PPG)
Michael Pickstock (PPG)

John Timms (PPG)
Ann Turner-Culverhouse (PPG)
Roy Brown (PPG)
John Martin (PPG)
Sharon Williams (BPS)

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:

Apologies for no attendance from wellbeing due to sickness but the group did discuss how the walking group was going. Joanne asked if anyone from the PPG attended the walking group on a Friday. The group advised that Sharon from PPG does attend the walking group, but it would be good if the group advertised it more when talking to friends and family. It would be a good way to build the numbers up in the group by word of mouth. Joanne advised that it is half hour on flat ground and that people can go at their own pace and the leader stay at the back to make sure even the slowest of walkers are ok. This is good therapy and helps people who may be don't get out much or have contact with other people.

4. GP Appointment Utilisation

The group is concerned about patients not been able to book appointments in advance due to availability and been advised to call back on the day to then be told that there is only duty doctor. This is a concern if it's only a none urgent appointment needed. Joanne advised that we are in the process of taking on further GP's and a HCA and practice nurse when Denise leaves this will hopefully help with the situation as we will be at capacity. Joanne also advised the group that the appointment system will be getting reviewed alongside the online appointments Joanne reassures the group that we look good compared to other practices with our appointments. Joanne also said that online appointments have 80 to 90% of our availability. NHSE will be setting targets from the 1st of July that all practices will give 25% of availability online. Joanne reassures the group that all available appointments will have the same priority across the board it's unfortunate that capacity is out matched by demand this is why care navigation comes in to relieve pressure off the practices.

5. 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 advised the group of the schedule for the Dementia awareness week and also gave copies out, it will be attended by:

Alzheimer's Society
Wellbeing
Halton Haven
Halton Carers Centre

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.

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.

5. Patient Comment Box:

There is now a comment box in reception Chris advised that it has not been used as of yet but hopefully patients will start to give feedback via the comment box.

6. AOB:

Thoughts Are with John Martin and we all hope that he gets well soon, and hope to see him soon.

Syd advised he will attend the falls prevention meeting.

Joanne advises the group that Dr Brown is expecting twins and she is looking at starting her maternity in September, congratulations to Dr Brown.

The group discussed GP extra and the frustration that you can get through just after 9am and all appointment has gone but you can drive past at 2pm and the practice is closed. Joanne advised that the demand is high and GP extra are looking at ways to improve and increase availability.

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