



Grove House Partnership

Patient Group Meeting: 4th September 2019

Attendees:

Syd Broxton (PPG)	Carolyn Linton (PPG)
Tony Hayes (PPG)	Beryl McWhan (PPG)
Sharon Hearty (PPG)	Edward Rawlinson (PPG)
Harry Howard (PPG)	Joanne Cripps (BM)
Ann Turner-Culverhouse (PPG)	Lianne Wilson (FBA)
Rita Gallagher (PPG)	Andrew Kyprian(PPG)
Diane Charnock(PPG)	John Timms (PPG)
Deb Kelly (PPG)	Terence Watkinson (PPG)
Roy Brown (PPG)	John Brown (PPG)
Chris Jones (RM)	Shannon Smyth (Wellbeing)

1: Apologies:

Syd advised the Group that John Martin has resigned. Joanne replied by saying that this was only because of rooms so Sharon had contacted him to arrange the meeting downstairs. However he then later on realised he wasn't up for the meeting and we will keep in touch to let him know when the meetings are being held.

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

Minutes agreed to be a true and accurate record.

Joanne wanted to go over Pharmacy referrals that Chris had spoken about in the last meeting as there were concerns regarding medication; Joanne asked if the Group could go into more detail about their concerns. Joanne talked about educating patients with regards to using the chemist for minor ailments as this will release pressure of the GP's, the Pharmacist have good medical knowledge and can refer back to the GP if needed. The Care Navigators will advise the patient to see the pharmacist, which will be quicker than waiting to see a GP, However it will always be patient's choice. The Group asked what happens if you are entitled to free prescriptions, if you go to the chemist do you have to pay. Joanne advised the Group that if you are entitled to free prescriptions and the medication you require is on the care of the chemist list, then you will still get the medication free, however, if it is different medication you require and it is not on the list then you will have to pay.

The service is only a pilot between Grove and Tower at the moment and it is to help relieve pressure from the GP's, for example, if a child had head lice they could book a consultation with a chemist and revise the medication with no charge. If a patient presents with more other problems the chemist could advise them to a service in the community or to urgent care. If the service goes well they are hoping to open the service up to other medical problems I.E UTI's that can be treated with over the counter medication which the chemist can provide. It will always be patient's choice and the consultations are held in a private room.

Syd asked if you could just turn up and have a consultation with the pharmacist or should we promote the consultation. They are arranged via the practice due to the funding the pharmacist will get through the service, Joanne advised that patients can just go to the

pharmacy for a consultation with out going through the GP practice, but they don't get funding from those patients. Sharon advised that when she went to collect her prescription from the chemist, she was advised that due to the extra work load on the pharmacy, prescriptions are taking a lot longer, up to 48 hours wait time. This is due to the impact these types of services are having on the pharmacist, they no longer have enough time to deal with prescriptions and it is over whelming the chemist. Joanne advised that she has a meeting with Bruce Prentice, Clinical Advisor, from NHSE who is the lead on the pharmacy referral pilot and she will pass on the Groups concerns and feedback.

Action: Sharon to circulate GP forward view information by email.

3. R Health:

Syd advised that R Health PPG is represented by the Chairmen from each of the 6 PPGs in Runcorn. This is still in infancy and Syd will bring more information as this progress. Joanne explained that Runcorn has a network now which represents the six practices in Runcorn. A member of the Group asked if Widnes is part of this network.? Joanne explained that there is a network in each town and both networks work with the CCG and One Halton and the council to deliver services .

4. Practice Survey:

Joanne asked the group if they felt the questions on the survey were appropriate. Feedback from the Group was to add an extra tick box and call it some this is because some patients might have some knowledge of our services so Yes or No wouldn't apply.

Also a question 4 needs to be amended due to typing error.

The Group think it would be a good to add a note at the bottom of the survey saying if patients want any more information on our services to go to our website.

Action to amend patient survey:

5. Patient Comment Box:

There were a few comments in the box which Joanne will be sending letters out to the patients.

6. AOB:

Ann advised the Group that she has had two emails from local MP's about the proposal to merge Halton CCG with Warrington CCG and there worry that this would have a detrimental effect on Halton Haven and the funding that they receive. This would be due to the size difference between the two CCG's and that Halton would lose out on a lot of funding as Warrington would be favoured due to them being bigger and having more votes.

Joanne advised that the chief of Halton CCG is the same as Warrington now and it is only a proposal to merge the admin section. The other option would be to split the borough or go to the council. There is a public CCG meeting tomorrow at the town hall at 10.30am which Ted is going to attend.

Joanne advised the group that Dr Brown has gone on maternity leave but is doing some work from home the Group wishes her well.

Joanne also told the Group that Chris, the reception manager, is on long term sick, the Group wish him a speedy recovery and give him there best wishes.

Advised group of Flu vaccination clinic days and time and Sharon volunteered to help out.
Action: Joanne needs to send list of dates to PPG to support flu clinics.

Date of next meeting:

2019

4pm – 5pm