



Grove House Partnership

Patient Group Meeting: 02nd October 2019

Attendees:

Syd Broxton (PPG)	Beryl McWhan (PPG)
Sharon Hearty (PPG)	Joanne Cripps (BM)
Ann Turner-Culverhouse (PPG)	Kirsty Kendrick (AM)
Tony Hayes (PPG)	John Martin (PPG)

1: Apologies:

Harry Howard (PPG)	Edward Rawlinson (PPG)
Deb Kelly (PPG)	Terence Watkinson (PPG)
Roy Brown (PPG)	John Timms (PPG)
Carolyn Linton (PPG)	Sharon Williams (BPS)
Lianne Wilson (FBA)	Chris Jones (RM)

Syd opened the meeting by welcoming everyone and gave a big welcome back to John Martin, who is returning after recovery from his accident. Joanne added apologies for Sharon Williams who is not well and Lianne who is on annual leave; Joanne introduced Kirsty Kendrick, Administration Manager, to the Group.

If there is a mobility issue for attendees, with notice the practice can look at making a room accessible.

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

GP forward view still needs to be circulated by Sharon action to be carried forward.

Action: SW to circulate GP forward view.

3. Flu clinic update:

Syd advised the Group that he came to the drop in flu clinic on Saturday and it ran very well. Positive comments have been made about using the community room for filling in forms and how the clinic flowed very well.

Joanne updated the Group that we vaccinated 861 patients on Saturday's flu clinic. We did however, run out of under 65's vaccinations about 11.00am; we then advertised the clinic on Saturday 6th October and offered pre-bookable appointments.

Joanne informed the Group that it has been a good start to the flu campaign and she updated the Group that the next flu clinics will be held on Saturday the 6th and 19th of October. There will also be two late night clinics on Thursday 10th October and 7th November and we have pre bookable appointments available to book online.

Text messages and letters have been sent out to provide information of the clinic times to our patients.

Action: JC to look into why Anne has not received a letter or a text JC to look into this.

The Group raised the eligibility of the shingles vaccination. Joanne advised the Group that it is open to 70-80 age group with a small exception this year for some people aged 77. Reception or Nurses can advise on the dates of birth this relates to. It is expected this will disappear next Year. Injections can be booked with a nurse if you fit into the criteria.

4. Wellbeing update:

There is a new wellbeing officer who is called Abby Barkley.

There have been no disruptions to the services with the change over from Shannon to Abbey. The clinics have continued as normal and Abbey will attend the next meeting to discuss the service.

5. Agenda for future meetings:

The Partner's have suggested the PPG may want to forward ideas for the agenda for future meetings. Joanne gave the Group some ideas of what might be added to the agenda, for example there may be a topic that the group want to discuss with a GP and we could arrange for someone to attend, like Dr Wilson to discuss the work on Primary Care Networks.

Joanne suggested using PPG experiences and comments about the Practices services available. Joanne advised it is more about adding to the agenda and having it in advance. Ann suggested the Group email points to Syd before the agenda is completed and Circulate PPG came up with some ideas for the agenda.

- Syd would like to know and explore more about the different services and specialist areas of the GPs.
- When the Practice is going to make changes the PPG need to be informed.
- To advise PPG of practice statistics and measurements
- GP to be present at some of the meetings and to ask specific questions on certain topics.

Action: Arrange for Dr Wilson to attend the next PPG meeting to talk about PCN

All agree agenda points to be sent to Syd and he will feedback to practice

Action: SW will send a reminder email asking for agenda points to be emailed to Syd.

6. Patient comment box:

There were no comments in the box.

7. AOB:

- 1) PPG brought up about M-CATS delay in self-referrals. Phone messages are not answered and condition is often un-resolved when M-CATS get in contact. Joanne said we can pass information on to CCG.

Action: Make CCG aware of the feedback

- 2) Follow up appointments are not being able to be made, Joanne talked about diary entries and a project that is being looked at. Appointments are only put on at 6 weeks in advance; if we put more appointments on in advance they will be booked up. We have taken another nurse so there will be more appointments available.

- 3) Joanne updated the Group about Chris and explained that he has stepped down as a Reception Manager; he will work as a receptionist and conduct additional tasks in the Practice. Joanne advised that the Practice is now looking at the Management Structure.

We have introduced a new role of a learning coach and mentor within the Practice and explanation of the role was given. Michelle Jones, from the Reception team, has been successful in gaining the position. The group agreed this will benefit the receptionists for their development.

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