



Grove House Partnership

Patient Group Meeting: 07th November 2019

Attendees:

Tony Hayes (PPG)	Carolyn Linton (PPG)
Anne Turner – Culverhouse (PPG)	Beryl McWhan (PPG)
Ted Rawlinson (PPG)	Sharon Williams (BPS)
Roy Brown (PPG)	Lianne Wilson (HRBA)
Syd Broxton (PPG)	Kirsty Kendrick (DOPM)
Harry Howard (PPG)	Joanne Cripps (BM)
	Abby Barkley (Wellbeing)

1: Apologies:

Debbie Kelly (PPG)	John Martin (PPG)
Sharon Hearty (PPG)	John Timms (PPG)
Terence Watkinson (PPG)	

Syd opened the meeting by welcoming everyone and communicated to the Group with apologies from Debbie Kelly who has broken her wrist. The Group wished Debbie a quick recovery and sent their get well wishes.

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

Previous Minutes agreed to be a true and accurate record.

SW has circulated GP forward view to all Group members.

Action closed

3. Wellbeing update:

Abbey from Wellbeing advised the Group that the programme of activities for October to December is now available and went on to tell the Group which services will be running.

- Living life to the full for patients to learn tips on how to tackle everyday problems and to improve confidence and mood. (8 week course)
- Emotional awareness: this group has two running one for patients age 10-18 and an over 18's group. This group explores feelings and thoughts and where they come from and gives tips on techniques to overcome difficult challenges and to connect with others. (4 week course)

These are just some of the courses available. Abbey went on to say that it is so nice to see the friendships develop out of these groups, and enjoying activities outside of the group with the new friendships they have made.

Abbey also added that Halton Haven are putting on Wellbeing groups open to the public such as knit and natter and they also have arts and crafts. They have opened up the garden and have a café there for people to enjoy; they are also running a book club. These are just some of the groups available to help build people's confidence and helping them build their self-esteem.

Abbey asked the group if they have any questions about any of the services.

Harry asked what makes the patient take that step if they are isolated, how do they get the help they need. Abbey answered that any clinician can refer the patient to Wellbeing or the patient can make an appointment directly, even if they don't have any appointment slots free, they will see the patient at another site within a few weeks. Abbey went on to say that it is about social prescribing and having informal chat, encouraging the patients and helping them to build their confidence.

The Practice can also encourage patients when they come in to see a clinician and to try these courses. Joanne also informed the Group that last year Tower House held a wellbeing coffee morning that was very successful and that we are thinking about repeating this as a joint venture in the new year.

The Group asked if Wellbeing advertised in Age UK shop and could they may be advertise in the weekly news the services available. Abbey explained that she will speak to her Manager and see if this is possible.

Syd asked how well are the courses are attended. Abbey said they have an attendance target of 10-20 to be hit and they always hit targets and have patients signed up to the next available dates. Wellbeing GP appointments are also very well attended.

Joanne informed the Group that NHS England will be starting to fund for social prescribing, so we will be looking at how we best to use this funding and what extra resources could we create as a network. She will bring more information as it is available. We want to target social isolation and we need to look at how best we can do this.

4. Patient Survey:

Sharon informed the Group that during the last Saturday morning Flu drop in clinic, we ran a patient survey to understand if patients know 'What services are available to you'. Lianne managed to get 152 responses during the morning and now we have all results collated.

Sharon presented the results to the Group:

Q1: Traditionally we all think about a Doctor when we are unwell, but are you aware of all the other possible Clinicians and services that can help you?

Yes: [55%](#)

Only some: 40%

No: 4%

Did not answer: 1%

Q2: Have you heard about Care Navigation?

Yes: 39%

No: [59%](#)

Sort of: 1%

Did not answer: 1%

Q3: Have you been signposted to a service by a Care Navigator?

Yes: 15%

No: 81%

Did not answer: 4%

(A) If yes, what service was this?

- Diabetes
- For pain & medication
- Online GP
- Sick note

Q4: Do you know that you can see our Advanced Nurse Practitioner for most ailments instead of a GP?

Yes: 72%

No: 16%

Did not answer: 12%

Q5: Do you know that a Pharmacist can help with many minor ailments?

Yes: 83%

No: 5%

Did not answer: 12%

Q6: Are you aware of GP Extra and its opening times?

Yes: 59%

No: 29%

Did not answer: 12%

Q6: Do you know that we have a Wellbeing Officer who can see you in Clinic?

Yes: 33%

No: 55%

Did not answer: 12%

The Group discussed the survey results, some of the main points where.

- Syd felt GP Extra was an excellent service.
- The Practice needs to offer more information on the services available.
- There was concerns as to why, with all these extended services, are there still issues getting a GP appointment.
- When booking an appointment on line there was confusion regarding the options available (i.e.GP appointments not showing). It was discussed that options will only show where appointments are available.
Action: I.T Operational Manager to look into putting on a prompt so that patients are aware why certain options are not available.
- It was discussed about nurse appointments not being available online; Kirsty advised due to the complexity of the nurse template it isn't appropriate to be available online.

Action: Sharon will produce an action plan from the survey results.

It was felt by the Group that we are one of the most efficient Practice's in Runcorn and that we are very forward thinking and advanced practice.

5. Meeting dates:

The Group were passed a list of meeting dates for 2020 including a meeting date for December 2019. Joanne asked the Group if they would prefer to have a meeting in December instead of January, as we are just coming off the back of Christmas in January.

The Group were happy to have both a meeting in December (4th) and January (8th), but to still leave it to no meeting during August 2020.

Action: Sharon will forward the meeting dates to Group members who were not present at the meeting.

6. Patient comment box:

There were no comments in the box.

7. AOB:

Kirsty - The Group asked about Kirsty's position within the Practice, Joanne informed them that Kirsty has just been promoted from Administration Manager to Deputy Operational Practice Manager. We are currently looking to recruit a new Administration Manager.

GPs in Halton – Harry asked if the Practice had managed to get hold of the information he had previously asked for regarding how many Full time GPs (or equivalent to) do we have in the Halton area. Joanne explained that she does not have access to this information, but she will look into it to see if the Federation can help with statistics that could be shared with the Group.

Action: Joanne to speak with Federation.

Named GP – Syd had a query regarding what is a Named GP within the Practice. Joanne explained that this is mainly for internal processes so we can monitor how many patients each GP has on their list. However, it is also there so that all paper work goes to a usual / named GP to be dealt with and we have a buddy system in place, so that if one GP is on leave another GP will cover any paperwork that comes in for them. A patient does have the choice to decide which GP they would like to see or have as their named GP.

Admin Template – Joanne explained that Dr Wilson has had an idea about having administration appointment slots on the system for patients to book into. Should a patient need to have some administration help that is more than just a quick question and requires a longer conversation they would be advised to book one of these slots. We would be looking to start this in the New Year.

Date of next meeting:
4th December 2019
4pm – 5pm