



Grove House Partnership

Patient Group Meeting: 4th December 2019

Attendees:

Syd Broxton (PPG)
Sharon Hearty (PPG)
Harry Howard (PPG)
Carolyn Linton (PPG)
Beryl McWhan (PPG)
Alan Smith (PPG)

Roy Brown (PPG)
John Martin (PPG)
Kirsty Kendrick (DM)
Lianne Wilson (HRBA)

1: Apologies:

Tony Hayes (PPG)
Deb Kelly (PPG)
Ted Rawlinson (PPG)
Terence Watkinson (PPG)

John Timms (PPG)
Ann Turner- Culverhouse (PPG)
Joanne Cripps (BM)
Sharon Williams (BPS)

Syd opened the meeting by welcoming everyone and communicated the apologies to the Group. He also welcomed our new member Alan Smith.

Kirsty shared apologies for Joanne, Sharon and Abbey from wellbeing.

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

Previous minutes agreed to be a true and accurate record.

GP Head Count - The Group discussed the results regarding the GP head count for the Runcorn area, which Harry had asked for at the previous meeting. The latest data (April 19) shows 37.5 FTE GPs (which is a headcount of 48). The Group wondered if Widnes would come out with a higher figure.

Patient Survey - Syd commented on the patient survey results and was surprised on the percentage of patients not aware of some the services we offer especially the Wellbeing services. Overall, the Group, were happy with the results of the survey and impressed with the figures.

Admin Template – Syd asked more questions about the Admin clinic we talked about in the last meeting. Kirsty explained in more detail that the administration appointment slots would be a system for patients to be booked into, should a patient need to have administration help that is more than just a quick question and requires a longer conversation. Sharon asked if this would be a daily slot or weekly. Kirsty advised that maybe not too much at first as we need to monitor them to see how used these slots would be. SH mentioned that she thinks that the term admin would be confusing to patients and to possibly call it something more to define to the role to patients.

3. Health Halton:

Irene Bramwell, from Healthwatch Halton, came in to talk about a recent survey they conducted within the Practice over two days and explained to the Group about how they

conducted the Care Navigation survey. The feedback they got from the patients was very positive this will be fed back to the practice.

Irene explained a bit of background about Healthwatch Halton and informed the Group that they go around all GP practices and hospitals. The results are shared locally and nationally. Irene did explain that they are not Inspectors; they are there only to collect information. However, if they did see anything that was a concern they would forward that to the relevant body.

Irene handed out a leaflet with more information and explained that they hold annual general meetings that are open to the public, which the Group said they would be interested in attending.

4. Patient Survey – Action Plan:

The Practice shared the action plan, from the recent survey, with the Group and asked for their feedback. The Group felt that there is confusion between services that you can navigate to outside of the Practice. The Group gave feedback on e-consults, how good the service is and how well it works.

Action: The plan will be discussed at next meeting to look at how the actions can be completed and by whom.

6. Patient comment box:

No Comments in the Patient box.

7. AOB:

Kirsty advised the Group that there are now 6 appointments online now for our Advanced Nurse Practitioner and Reception will need to check this daily to see that they have been booked appropriately.

Alan discussed his concerns with regards to prescriptions and how, when a person collects from a pharmacy they give you your medication along with three spare copies of prescriptions. Alan has spoken to our local MP, Derek Twigg, to see if we can stop the waste of money and the cost to the environment.

Date of next meeting:

8th January 2020

4pm – 5pm