



# Grove House Partnership

## Patient Group Meeting: 8<sup>th</sup> January 2020

### Attendees:

Syd Broxton (PPG)	Harry Howard (PPG)
Tony Hayes (PPG)	Carolyn Linton (PPG)
Sharon Hearty (PPG)	John Martin (PPG)
Ann Turner-Culverhouse (PPG)	Alan Smith (PPG)
Ted Rawlinson (PPG)	Joanne Cripps (BM)
Beryl McWhan (PPG)	Lianne Wilson (HRA)
	Dianne Richardson (HCA)

### 1: Apologies:

Deb Kelly (PPG)	John Timms (PPG)
Terence Watkinson (PPG)	Roy Brown (PPG)
Kirsty Kendrick (ODBM)	Sharon Williams (BPS)

### 2. Health Walks:

Dianne opened the meeting by introducing herself and informed the Group that she is one of three Walk Leaders for St Paul's Health Centre. The walks are held on a Friday at 11am on flat ground for about half an hour. Dianne informed the Group that anyone can train to be a Group Walk Leader; Sharon informed the Group that she has had the training to do this.

Dianne also informed the Group that there will be another walk starting in the spring, which will be slightly longer and held in the evening and is only going to be a seasonal walk due to the lighter nights and better weather, It will run up to October when the nights start drawing in. The Friday walk group is permanent.

Syd asked how people register to take part in the walks. Dianne explained that they just fill out a registration form, then after they have been attending the walks after 6 weeks they will be contacted to see how they are finding the walks. Dianne also informed the Group that there is a case study on the walks that take place and that it is found to be improving people's mental and physical health as well as getting people out who might be socially isolated. All walks are risk assessed and are usually along the canal area where it is flat; the new walk that is starting in April will be for half an hour up to an hour.

Sharon H explained that she is involved in another walking Group, which is slightly more intense and for slightly longer, up to an hour, but she would like to get back involved the St Paul's Group on a Friday. The Group also said that they would like to get involved and to help to promote the walking group. Dianne explained that there is also a new Group starting at Kingsway in Widnes, but for those with disabilities, but should start with the half our walk on a Friday first.

### 3. Matters arising from minutes/actions of previous meeting:

Harry asked about the GP head count results from the last meeting and queried if we have had the results from Widnes yet. Joanne advised that we are still waiting for the results from Widnes area, but she will speak to Sharon (BPS) and ask her to chase up the Federation Manager who would have this information and share the results at the next meeting.

**Action: SW to chase Widnes GP head count for next meeting.**

#### **4. Action Plan from Survey**

Joanne discussed the survey results presentation that had been shown at the previous meeting and the action plan produced from those results. Joanne asked the Group if they had any comments on the action plan, the Group felt like we could promote our services so that we could improve the results from the flu clinic survey.

The Group discussed that as the patient survey that was done at the flu clinic; they feel it would be good to do another survey to be conducted on a normal day to compare the results. Joanne agreed, but said to have a better comparison against these results, we should also survey again at flu clinic in 12 months, but having a survey done whilst the practice is open on a normal day might give us some interesting feedback.

**Action: Do a base line audit for repeat survey.**

Joanne handed the Group some information which showed results on how we are growing our social media profile. Sharon (BPS) is very good at promoting the social media for the practice.

A representative from CCG came into the Practice today to talk and video staff members to promote our services i.e.

- Advanced Nurse Practitioner
- GP extra
- Online consultation service

DNA GP appointments were also discussed and how it is important for patients to let us know when they cannot attend.

Alan said that he had seen the videos on social media and thought they were very good and that it is a good way to promote services. Syd asked if the videos would be going onto the plasma in the Practice waiting room as not everyone has access to social media. Joanne mentioned about the iPad that the Practice has and that we are going to start to use them to help sign patients up for patient access, but also to see if patients are interested other services and advice.

Joanne also explained there is other advice and services on our social media sites and on the plasma in the waiting area to provide information and promoting services.

The Group asked about the appointments for Patient Access and wondered if there was a difference between all the patient appointments, as this can be confusing. Joanne said we can have training session regarding Patient Access on the iPad's or use the projector; we could look at how patients can access the apps and how to use them. This could be a good subject for the Group to promote and be involved in; we could look at the meetings being used for training sessions each month on different topics. As a practice we can't change the way any processes set by CCG, but it would be a good way to drive services.

**Action: Learning session for next meeting on Patient Access.**

The Group also said that they would like to learn how to use e-consults via our website, so this could be a training session at the May meeting where Sharon (BPS) could demonstrate to the Group how you use the e-consult service and what you can use it for. Syd asked what would happen if someone was very poorly and used the online system, is there away the GP could assess if the patient needs to go to hospital. Joanne explained that there are multiple

questions the system asks and if you answered a Red flag question it would pop up that you needed urgent treatment or to call 999. Alan advised the group that he has used the service and expressed how pleased he was with how quickly he was dealt with. He felt that more patients should use the online e-consults. Joanne advised that it is a very good service that is growing in popularity as more patients learn about the service. She also said that once you have completed the e-consult the GP has to action with in 24hours.

**Action: book training session for e-consults on May agenda.**

### **5: Plan for 2020 social isolation**

Joanne asked the Group is there a particular area that they would like to focus on for the next 12 months; last year's focus was on mental health and from this a Practice booklet was created, which was a success. Joanne asked if the Group would like to focus on promoting social isolation. The walking groups were set up to help patients who may be socially isolated, this doesn't necessarily mean that the patient lives on their own; a parson can live with other people and still feel socially isolated.

Joanne brought up some ideas for the Group to think about, on how we can make patients more aware and to promote our services in the area. Some ideas could be holding a coffee morning or for example, at Christmas, Tower House organised a carol service. These are just some ideas to take away and think about and bring back some ideas for the next meeting. Our walking group have actually fed back saying that they wouldn't get out if there wasn't the group. The NHS long term plan is to have more support in the community. Halton Haven also has opened up a café to encourage people to come and read books in their reading group, to socialise with others and develop friendships.

**Action: Sharon to e-mail information to the group.**

**Action: To carry Social Isolation forward to March meeting**

### **6: Patients Comments Box**

No Comments in the comment box

### **7: AOB**

Joanne shared the figures for patients that have had the flu vaccines so far this year.

- Over 65 74%
- Under 65 at risk patients 39% Target 55%
- Children 2-3 years 13% Target 40%

The Group asked why the under 65's and the children's numbers are so low, Joanne explained that is it because of the negativity on the internet and social media which is leading parents and younger people to be against immunisations. We do not have any feedback from these patients to give us any clear explanation why figures are low.

**Date of next meeting:**  
**5<sup>th</sup> February 2020**  
**4pm – 5pm**