



Grove House Partnership

Patient Group Meeting: 5th February 2020

Attendees:

Syd Broxton (PPG)
Sharon Hearty (PPG)
Ted Rawlinson (PPG)
Beryl McWhan (PPG)
Carolyn Linton (PPG)

John Martin (PPG)
Alan Smith (PPG)
Joanne Cripps (BM)
Kirsty Kendrick (ODM)
Sharon Williams (BPS)
Lianne Wilson (HR)

1: Apologies

Tony Hayes (PPG)
Anne Turner-Culverhouse (PPG)
Terence Watkinson (PPG)
John Timms (PPG)
Abbie Barkley (Wellbeing)

Ann Turner-Culverhouse (PPG)
Deb Kelly (PPG)
Harry Howard (PPG)
Roy Brown (PPG)

2: Matters arising from minutes/actions of previous meeting

The Group asked about the GP head count results from Widnes. Joanne advised that we are still waiting for the results from Widnes area, but she Sharon (BPS) will 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.

Syd Asked Sharon H to explain a little more about the walks she is involved in and the walking Group that is here at St. Paul's. The walking Group is held on a Friday at 11 am. Sharon H also explained that there is also a Group starting over at Kingsway in Widnes. This is a good opportunity for people who may be socially isolated to get out and meet people as well as being more active.

3: Information Session on Patient Access

Sharon (BPS) took the Group through a demonstration of Patient Access as the Group felt this was an area that they needed to gain knowledge in. During the demonstration and discussion, the following points were made:

- It was discussed how you sign up for patient access through the Practice and that you need to fill out patient access form and have photo I.D before you can be register.
- Demonstrated how to log on to patient access and how Reception staff can help with this in surgery using our IPad's, you could also bring in your own iPad / mobile phone if you have downloaded the app.
- Sharon (BPS) demonstrated how to book and cancel appointment and repeat prescriptions; Sharon explained that we would be using a dummy patient to do this and that we would not be looking at any true patient records.

- Sharon explained to the Group that you can also access medical records, but this must be approved by a GP prior to access.

Some of the Group members already use patient access and find it useful and easy to use, although they all felt that it would be useful if it was clear when no appointments are available. Alan felt that the wording for online face to face appointments is confusing and misleading. Joanne explained that they had played around with the wording and it was agreed that this was the better wording, but she will take it back to the GPs to see if this can be looked at. She explained that we only have control of certain displays on patient access and as the system gets going NHSE might standardize that wording for appointment ect.

Beryl discussed her use of repeat prescriptions, she orders hers and her husbands to be collected at the same time instead of having to make multiplies trips to their nominated pharmacy. There is however, always one item that comes through separately she asked, is this because of patient access or is it a pharmacy issue? Joanne explained that this is something that she would have to look into.

Joanne explained that we have a high rate of patients that use patient access to order their medication and have it sent electronically to their nominated pharmacy, this means less paper is used and saves time for repeat prescribing.

Syd asked when you are booking an appointment through patient access, can you choose a GP that you would like to see? Sharon (BPS) explained and demonstrated how you can choose which GP you would like to see.

Joanne also advised that if you have a blood form and letter requesting you to book a blood form you can also book that appointment online.

Joanne advised the Group that there is lots of information in our patient access leaflet in Reception.

Sharon advised that Advanced Nurse Practitioner appointments are slightly different and that you need to add a reason for your attendance as our Advanced Nurse Practitioner can only deal with certain issues. Nurse appointments are online for BP checks only.

5: Patients Comments Box

Sharon (BPS) handed out print outs to the Group with some of the recent comments made via the Practice social media sites and NHS choices for the Group to look over. This was asked for at the previous meeting as there had not been any comments within the Patient comment box recently, so the Group wished to see if comments were coming in via an alternative way.

There was one comment in the comment box, but unfortunately there was insufficient patient details on the comment to enable us to write a response. The patient had said in their comment that they had been struggling to get through to the Practice and that maybe we should contact our telephone provider to look into the issue. Joanne advised that we don't have a choice of phone company provider, but the issue has been raised with our them.

7: AOB

Alan wished to discuss how well the e-consult system has worked for him and he passed around E-consult cards to the Group. Alan explained that he has used this service many times now and has always been dealt with in a speedy manner. Joanne advised that we will

be order more of the E-Consult cards and place within the Reception area. She informed the Group that the next training session will be on E-Consult at the May's meeting.

Carolyn wanted to talk about hospital letters that come into the Practice, are being scanned and work flowed to the GP. Carolyn had one of our patients ask her about this as they had a change of medication letter from the hospital that had been with the Practice for 5 days, but patient still had no medication had been issued. Reception advised the patient to keep ringing the Practice to chase the medication from the hospital. Carolyn asked what the Practice's process for hospital letters is.

Joanne explained that normally when a patient is discharged from hospital, the hospital would give the patient enough medication to see then through until the GP has time to process the medication request. The letter is first scanned then it goes into the GP's workflow. This could be queried by our Prescription Clerks to see where it is up to within the process. Joanne explained that on some occasions the GP cannot prescribe certain medication only a specialist can, on these occasions the request has to go back to the hospital.

Action: Kirsty will update Reception on this, so they understand what to inform a patient.

Date of next meeting:
4th March 2020
4pm – 5pm