



Grove House Partnership

Patient Group Meeting: 4th March 2020

Attendees:

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| Syd Broxton (PPG) | Zoe McEvoy (PM HIT) |
| Sharon Hearty (PPG) | Ste Purcell (HIT) |
| Beryl McWhan (PPG) | Kirsty Kendrick (DOPM) |
| Deb Kelly (PPG) | Keri McEvoy (POM) |
| Harry Howard (PPG) | Lianne Wilson (Admin) |
| John Martin (PPG) | |

1: Apologies

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|------------------------------|---------------------------|
| Tony Hayes (PPG) | Carolyn Linton (PPG) |
| Ann Turner-Culverhouse (PPG) | Roy Brown (PPG) |
| Ted Rawlinson (PPG) | Joanne Cripps (BM) |
| Terence Watkinson (PPG) | Sharon Williams (Admin) |
| Alan Smith (PPG) | Abbie Barkley (Wellbeing) |
| John Timms (PPG) | |

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

The Group open with the previous minutes that they agree are current and correct. Debbie wanted to add to Beryl's comment last meeting regarding prescriptions. Kirsty explained that she would look into this issue with Debbie and Beryl once the meeting was finished.

3: Health Improvement Team.

The health improvement team came into have a discussion with the group on the services they provide. The following point were discussed.

- Life style conversations with patients.
- Healthy life style campaign in practice.
- March into loneliness and HIT handed out leaflets.
- Monthly campaigning
- Weekly walks to help with social isolation.
- To add HIT posters to plasma.
- Sure start to later life and the courses of loneliness.
- How can we raise awareness so people know what signs to look out for to notice if somebody is lonely.
- How loneliness can impact on people's health and how all age groups are affected by the impact of loneliness.

Syd asked the HIT how patients can access these services that are available. HIT explained that the services are available to anyone and that the fire services and the police are also involved in promoting their service as well as Age UK ect. HIT have leaflets and posters with hints and tips of what services are available. HIT will send all information to the practice for the Group to have a look at. HIT team also explained to the group that sure start to end later life offer holidays to people and also do life courses for younger people. There focus is on educating people as a lot of peoples lifestyle is adopted from when they were younger. The HIT go into schools to educate the younger people so they have a better knowledge of a healthier lifestyle. HIT team explain how educating the younger generation will make the biggest difference in the long term. There is a community shop available for children during

the holidays children can go and get a hot healthy meal, this is however only for people on benefit but anybody can use the shop. HIT team and the Group discussed what they could do to help with prompting the services available? It was discussed that there is a training course being held on the 14th April but the venue is yet to be release. HIT advised the group that they will inform the practice when the venue is release and then the practice will share this with the Group.

Action: HIT to send information on venue.

Action: for SW/LW to inform PPG when this is available.

Harry and Debbie asked the HIT what the figures were for new patients and which services were being used the most. HIT said that they would collate this information and share back with the practice so the practice can then share this with the Group.

Action: HIT to share figure with practice.

Action: SW/LW do share this information with PPG.

HIT team spoke to the Group about a BP clinic they held and that this has had a positive impact as they discovered people who needed medication and people who had AF. KK explained to support BPs being taken in the community have urgent hypertension slots with our HCA's.

4: Social Isolation Project.

Kirsty asked the Group if they have thought of any suggestions on how we can promote social isolation by holding an event that people can come to. Kirsty explained how Tower held a choir and had a coffee morning to promote services to their patients. The Group suggested maybe to incorporate something in the new Walk that is starting in April. Holding a coffee morning and bringing in community groups I.E Age UK having this open to all age groups so no one is segregated. May be hold a quiz and have some prizes for the winning team. The Group would like to be involved in promoting and running these events.

5: Patients Comments Box.

There were no comments in the box.

Kirsty added that we have had some positive feedback regarding Dr Sam and Dr Millian, and the Flu clinic we held in September. There was one negative comment that was about traffic and parking.

Beryl added that her husband has been to see Dr Sam and he thinks he is a very good doctors, he is very thorough and has a very good professional manner.

Syd asked why we think that people aren't putting comments in the box, do we think it's the location? KK explained that we do get comments from patients but usually through other platforms i.e. E-mail, Google e.c.t.

6: AOB.

The Group looked at the spring newsletter and suggested a little more information should be added about the corona virus and information on what patients should do.

The Group asked how much longer Dr Sam would be with the practice for. Kirsty advised that he is only a locum and is covering Dr Brown's maternity cover.

The Group brought up that they themselves and other patients have mentioned that there is a very long wait to get a nurse appointment for a review for a chronic illness and why is this?

Kirsty explained that we have taken on a new practice nurse, and she is just completing some training then hopefully she will be able to carry out different appointment types.

The Group also wanted some information regards Weight management, and if this service something the practice offers, and how do they get information about this? Kirsty explained that this is a service we offer to patients that are classed as overweight all you have to do is book a weight management appointment with a HCA.

Date of next meeting:

1st April 2020

4pm – 5pm