



Grove House Partnership

Patient Group Meeting: 7th April 2021 Via Zoom

Attendees:

Syd Broxton (PPG)	Joanne Cripps (BM)
Ann Turner-Culverhouse (PPG)	Sharon Williams (Admin)
Harry Howard (PPG)	John Timms (PPG)
Sharon Hearty (PPG)	Beryl McWhan (PPG)
Alan Smith (PPG)	Nancy Alexandra

1: Apologies:

Tony Hayes (PPG)	Carolyn Linton (PPG)
Ted Rawlinson (PPG)	Roy Brown (PPG)
Terence Watkinson (PPG)	Deb Kelly (PPG)
Kirsty Kendrick (DOPM)	John Martin (PPG)
Lianne Wilson (Admin)	

Syd and Joanne welcomed everyone back and welcomed a new member to the Group, Nancy.

2: Patient Survey:

Joanne explained that we have now started a Patient Survey, which will run during April. The Group had been sent a copy of the survey prior to the meeting, so that they could look over the questions and to also complete it for themselves. The Group felt it was good and precise. Joanne explained that the main aim of the survey is to see how patients feel about the services the Practice has offered over the past year, as the pandemic has changed the way all Practices have had deliver services. Once the survey is completed all results will shared with the Group.

3: Plans for 2021:

Joanne asked the Group how they felt about going forward with a Zoom meeting each month, the meetings would take place on the first Wednesday of the month 4-5pm as did the face to face meetings. She explained that once everything has fully opened again, then obviously we would then look at resuming the face to face meetings. The Group agreed to this and felt it is the best option to keep discussions moving forward.

The Group discussed a question put forward from Alan, who wanted to know more about e-consultations and how they work. He felt that the e-consults page did not offer any instructions, especially for those who are not good with technology and perhaps the Practice needs to look at putting some helpful information on the website to assist patients through the process. He felt that the e-consultation process was quite repetitive and you should be able to put your name and DOB in before going any further. Joanne explained that it is a piece of software that has been commissioned by our CCG and it is an individual company who have developed it, we, personally, cannot make changes to it.

Joanne explained that the company who design e-consultations are always looking to improve it; they do have regular webinars to gain insights into its use and do accept questions

and suggestions. They say that it should be easy to use and that too many instructions may make it overwhelming, but Joanne will look into adding some easy to follow instructions on how to use the e-consultations to our website and will forward the Groups concerns to the company.

Alan mentioned that over the Easter weekend the service was saying that it was not available. Joanne explained that it was turned off over the Easter weekend by the CCG, as there were concerns that a patient, who had an urgent issue may use it and they would have not have received any response until the Tuesday. So, from a risk point of view it was felt it would be safer to turn off the service and there were links to NHS 111. The guidance says that it can take a GP up to 48 hours to respond, so it is not for anything urgent. When the service is available, there are red flags throughout the software aimed at symptoms such as chest pain, where then the patient would be asked to call 999.

Once the e-consults have come through to the Practice the Duty GP will then make a decision based on what is best course of action, for example: they may request the patient to have a urine test, blood tests or it should be a telephone call back to the patient. Patients should always get a response from the GP, if not then they may raise a complaint. Joanne explained that at the moment GPs are overwhelmed, they not only have to do their regular consultations and paperwork, but also all the covid vaccination clinics. Some patients are using the e-consultations as a way to just send in comments and keep in regular contact with their GP, sometimes during the early hours of the morning and this is driving up the demand for them. Joanne explained that we do understand that patients are worried about all symptoms at the moment and due to this, they are not using any other options such as the Pharmacy and are coming straight through to the GP.

Joanne informed the Group that due to changes in legal act all Practices were told that they had to do triage first once lock down began last year and the use of e-consultations has grown over the past year. The Group had concerns for those patients who may not be able to use the technology. Joanne explained that in those cases, if they phone the Practice, the Reception Team will complete an e-consult lite with them. This asks similar questions as the normal e-consultation would do. We do encourage patient to it for themselves, but if it is not possible, of course they will be guided through the process.

Syd felt that people, especially older people, could feel embarrassed to tell Reception what they would normally tell a GP. Joanne explained that e-consult lite does not go too in depth; it asks for brief symptoms and does not require as much specific and personal details as a regular e-consultation would ask for. Nancy felt that the e-consultation may also be better for those with disabilities such as deafness. Alan then expressed, that it could be hard though for those who cannot type, do not use technology nor use keyboards on a regular basis.

Joanne explained that we have certainly have had no drop in the number of telephone calls each day and we do get a lot that use e-consultations, but we are there to help anyone who cannot use the service. Joanne informed the Group that even where the patient survey is concerned, Dr Allen was very vocal in making sure that we send our paper copies of the survey to some patients who may struggle with technology, this is so we get a more balanced view.

Beryl queried the phone number for the Phlebotomy service, as she was sent a letter to book a blood test and the number she was sent was unattainable. After getting the correct number, it then took 5 days to get a reply. Joanne apologised if this was the incorrect number and she will check this with Reception. She also explained that the Phlebotomy service is not our staff, they are from Warrington Hospital and they were all pulled back to the hospital when the pandemic started. However, as from 8th April, they will be back at the Practice. Joanne

informed the Group that one of our Health Care Assistants, is looking to do a Phlebotomy course, then they will be able to provide this service to our patients also.

Action: Check number on letters going out with Reception.

4: White Paper (CCG):

Joanne explained that, back in 2012, when Andrew Langsley put through the new reform, all the CCGs then had to look at the need for the Healthcare system to work along with the Social care system, in order to give equality. Now, there could be a new bill coming in from 2022 and this will mean that there will be a much wider integrated care system, which will decide on funding etc. and look at the need for healthcare and social care to be combined.

Joanne informed the Group that she has now been appointed as a Governing Body Member on the board, though she has not yet had a chance to attend a meeting, her first meeting will take place on 8th April. The CCG now need to look at what all these changes coming in will consist of, if the bill gets passed, then it will mean a budget for both healthcare and social care to be integrated.

The purpose of the bill would be to help the NHS to support a broader area of social care and improving services about care given at home. The Primary Care Networks idea is to look at their community base and bring it into everyday use, as a whole package for the needs of the patient; this will also include mental health. Joanne explained that she will bring back any updates as they come in.

5: AOB:

- 1) Dr Allen's Retirement – Joanne explained that Dr Allen officially retired on 31st March, but she is still helping out with covid vaccination clinics at the moment. She would then like to take some time off to travel, and then she may come back to us for at least 1 day per week. The Group would like to send Dr Allen a card from them. This was agreed and Syd will come down to the Practice to sign one.

Joanne informed the Group that Dr Wilson is planning on something similar once he retires, staying with the Practice, but on a smaller basis.

- 2) New Staff - We are getting a new GP, who was previously a Registrar with the Practice a few years ago. This should be in June and he will be here on a full time basis. We also now have, two new Nurses, Gemma and Catherine.

One of our Health Care Assistants, Nicola, has also gone back to university to train to become a Nurse Assistant and once completed she would be on the level between a Health care Assistant and a Practice Nurse. The Group wanted to pass on their good luck and wishes to Nicola.

We also have two Practice Nurses that have applied to become APNs, this means them obtaining their Masters and then in 2 years they will be able to have a more advanced role. We possibly may also have a new Mental Health Worker and the Physio First Contact Scheme will expand from telephone consultations to clinics.

The Partners ethos is to plough money into the Practice with the aim to provide enough care for all our patients. We will soon start to hold services back at Heath Road; as yet

we still have some GPs working from home, but aim to bring them back to the Practice soon.

Syd wanted to congratulate everyone involved with the covid vaccination programme, he felt that many patients were getting done quickly and it was all going well.

- 3) Ann asked whether the closure Lloyds has caused Peak Pharmacy to have a backlog as there have been queues backed past the steps. Joanne explained that she has not been made aware of any issues and that Peak does have several Pharmacies, so those people can choose which one they use. Pharmacies were all closing at certain points throughout the day, so they could catch up. Joanne also explained that we are only the landlord of the Pharmacy, they are an independent company.

Date of next meeting via Zoom:

5th May 2021

4 – 5pm