



# Grove House Partnership

## Patient Group Meeting: 5<sup>th</sup> May 2021 Via Zoom

### Attendees:

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

### 1: Apologies:

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

### 2: Actions from previous meeting:

- Updates from Joanne – Joanne explained that we are looking to add in a front page to the e-consult link. This is currently being designed to be added prior to completing the e-consult and it will give guidance on how to use the service.

Joanne informed the Group that Alan had forwarded her a list of concerns and thoughts he had regarding e-consultations, this has now been forwarded to the company.

We have also added on a message onto our website that informs patients that e-consultations are only available during Practice opening hours. If a patient needs help they are informed to contact NHS 111.

- Website Updates – We have reviewed pages on our website that mentions patient access and all the previous ways a patient could access the Practice. This has all been updated now to meet the current guidelines.  
**Action: Joanne asked the Group if they could possibly look over the website to see if they could spot anything that may be incorrect or anything that may need adding. This can be discussed at the next meeting.**
- Dr Allen – Syd came in to sign the retirement card on behalf of the Group and the card has been passed to Dr Allen.

### 3: Patient Survey Updates:

Sharon informed the Group that we had been receiving responses online via survey monkey, but the link to the survey will be put out again. Due to Sharon being on annual leave, the paper copies had not gone out until late April, so we are waiting on responses from those. As soon as we have a good amount of responses Sharon will collate the results to share with the Group.

**Action: Sharon to send link and attachment for survey to the Group again as requested by some members.**

*Post Meeting Note: As to date we have only had 7 responses back from the paper copies, so we will hold off for another week or so to see if any more are returned, especially due to how the postal service has been over the past several months.*

#### **4: Two incidents in the Practice:**

Joanne wished to inform the Group about a couple of aggressive incidents that had taken place within the Practice. She explained that they could be related to current frustrations regarding covid restrictions and that our staff are normally very good at neutralising situations, but we have had two incidents of inappropriate behaviour in the past month. One was actually a Tower House patient where the police had to be called, as it looked like that person may have hit someone. It was a very aggressive situation.

Then, we had another on 4<sup>th</sup> May, where again the police were called again. This incident was regarding a prescription and the patient got more aggressive and frustrated to the point that they were banging on the screen, then throwing the barrier which nearly hit a member of staff. Eventually the patient did leave and the police arrived after the patient had left, but they did follow it up.

The Practice does have a zero tolerance policy and part of this is the violent patient scheme where the patient would be removed from the Practice list. Joanne explained that she wished to inform the Group to get their views on these situations. Alan informed the Group that he had witnessed a similar situation whilst going for his vaccination and he finds it is also happening in other places such as supermarkets.

The Group felt that they certainly do not condone that type of behaviour and feel that it should be added into the Practice's next newsletter along with our zero tolerance policy. The Group said that they completely back the Practice stating this in their newsletter.

Joanne informed the Group that there had been a committee / building meeting with Tower House Practice today and the issues were discussed. We are looking at putting all staff back behind the Reception desks again, as we have to consider patient safety as well as staff. We feel this would at least form a barrier for the staff. Ann felt that this was a good idea and it gives more security and might prevent there being a bottleneck for prescriptions also.

Joanne explained that we do not take these types of situations lightly, to remove patients from our list, and the man did phone up to apologise. We will continue to monitor the situation and Joanne thanked the Group for their kind words and support,

#### **5: Roadmap:**

Joanne informed the Group that she would like to share a presentation with the Group which the Partners had shared with staff during our protected learning time. As a Practice, during the session, we talked about all the things we have achieved, such as running all the covid vaccinations clinics along with still running all our other services. We also talked about how we now recover from the covid disaster. The slides took us through describing a disaster and shown us the pattern following on from one.

As Joanne took the Group through the presentation, she explained that currently we are in the disillusionment stage. We now need to focus on community resilience and have to support each other to recover from the covid disaster. The Partners, during the presentation, asked

staff to open up and share their feelings about how they have been feeling. All the staff felt that they were not as alone after the session. Joanne explained that we now are looking at our own roadmap and the aim is about recovery and how we can rebuild and reclaim, how we can make this better now.

One of the things on our roadmap is how we look at patient access; this is a part of what will come out of the patient survey results. Ann wished to say that the Practice should congratulate themselves and not to let the latest two incidents affect how we have dealt with everything else. Sharon felt that we should now plan to move forward and that the Practice should be commended.

**Action: To attach the Presentation when sending the minutes.**

#### **6: Wellbeing:**

Joanne wished to inform the Group that although Wellbeing is unable to attend the PPG meetings, they are still doing lots through a virtual way which includes social events. Ann explained that she had been in contact with Wellbeing and they are absolutely wonderful.

**Action: Sharon will share the Wellbeing calendar of events with the Group when sending the minutes to the Group. This information is also on our website.**

#### **7: AOB:**

Alan wished to, on behalf of Clean up Halton on Facebook, thank St Paul's for cleaning up the front of the surgery. Joanne explained that we are also working with a restoration group to get the lights and the railings painted.

Alan and Nancy also wished to mention the amount of discarded masks around the pathway to the Practice and the Car Park.

**Action: Joanne explained that there did use to be a bin there, but she will look into it.**

**Date of next meeting via Zoom:**  
**2<sup>nd</sup> June 2021**  
**4 – 5pm**