



# Grove House Partnership

## Patient Group Meeting: 2<sup>nd</sup> June 2021 Via Zoom

### Attendees:

Ann Turner-Culverhouse (PPG)  
Alan Smith (PPG)  
Nancy Alexandra (PPG)

Kirsty Kendrick (DOPM)  
Sharon Williams (Admin)  
Lianne Wilson (Admin)

### 1: Apologies:

Syd Broxton (PPG)  
Tony Hayes (PPG)  
Harry Howard (PPG)  
Ted Rawlinson (PPG)  
Terence Watkinson (PPG)  
John Timms (PPG)  
Beryl McWhan (PPG)

Carolyn Linton (PPG)  
Roy Brown (PPG)  
Deb Kelly (PPG)  
John Martin (PPG)  
Sharon Hearty (PPG)  
Joanne Cripps (BM)

### 2: Actions from previous meeting:

- Patient Survey - Sharon explained that paper copies of patient survey have been sent out and as to date we have only had 7 responses. Due to this, 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.  
**Action: Sharon will present the results at the next meeting.**
- Road Mapping – The presentation of Grove House road map was send with the minutes from the previous meeting. **Action Closed.**
- Wellbeing - Sharon will share the Wellbeing calendar of events with the Group when sending the minutes. **Action Closed.**
- Discarded Facemask - Alan and Nancy had mentioned, at the previous meeting, that there were discarded masks around the pathway to the Practice and the Car Park. Joanne is looking into this with the council. **Action Closed.**

### 3: Website Updates:

Ann explained that she had not yet had a chance to look over the website, but Sharon advised that it is ok, as we can get updates at the next meeting Alan said that he has previously sent some comments regarding the website to Sharon, but as yet, she hasn't received them. Alan advised that he will re-send these, but he felt that the updates that had been done where a good improvement and it seemed easier to navigate. He felt that the guidance for e-consultation now makes you feel like you will be guided through the process. Sharon explained that we are still in the process of adding a further screen with more step by step instructions, but this needs to be confirmed with Dr Wilson.

Kirsty explained that we have now updated the website to state that e-consults are now only available during practice opening times. Alan agreed that it does now explain this to patients,

as when he had to use the service during Easter weekend, there was confusion around not having access to it. Kirsty explained that it has been approved by the CCG and patients will be directed to NHS 111 and Out of Hours when the practice is closed.

Alan mentioned the letter that the Practice had sent out over the previous weekend, the letter was designed to give patients guidance on how the Practice is currently working due to covid. Sharon asked if the Group thought the letter helped from a patient's point of view, the Group agreed the letter was very clear and they were happy with it. Ann asked if a reminder could go out for the Group to look over the website prior to the next meeting.

**Action: To keep on to Review.**

#### **4: Alzheimer's Society Cupcake Day:**

Kirsty asked the Group what their thoughts were about the Alzheimer's cupcake day on Thursday 17<sup>th</sup> June. Sharon explained that Joanne would like the Practice to participate and to see if the Group would like to come along and join in. At present we do not know what we are able to do in the current climate and in compliance with the covid guidelines.

Kirsty felt that any cakes to be sold, would have to be bought and individually wrapped and that it would have to be held outside due to the limited capacity allowed into Practice. Alan felt that it is the wrong time to be holding this type of event and he feels that many people would not want to participate at the moment. Sharon explained that the on the Alzheimer's website, it does state that you don't have to do it on the 17<sup>th</sup> June and you can arrange another date if preferred. The Group agreed that this would be a good idea and to push the date back to sometime later in the year, possibly around August when, hopefully, more restrictions may have been lifted

**Action: Review at next meeting.**

#### **5: AOB:**

- 1) **Patient Records:** Syd had wanted to bring up this item up on the agenda, but could not make the meeting. Alan felt that it could be around the announcements in the press that state that the Department of Health are going to sell patients records, which they are going to anonymize before they sell them on maybe to drug companies. The companies that are handling this say it is impossible to completely anonymize the records. Therefore, there is a website that you go onto to get a copy of a letter that you can then take to you GP practice to say you do not want your records to be sold; Alan thinks this letter needs to be done before the 23<sup>rd</sup> June. Kirsty advised that we have had a lot of patients recently that have opted out for sharing and that there is a letter on our website for patients to use if they wish to opt out. This will then be scanned and coded onto the patient's notes that they do not want their information to be shared.

*Post Meeting note: Sharon looked for information regarding this matter and has found information on Digital NHS that may help:*

<https://digital.nhs.uk/services/national-data-opt-out?fbclid=IwAR15w25bw7E1HvJMNI1MG-sQ4ttTkqSjB6KhxgPps02cEe75mQ0eqpeyal>

**Date of next meeting via Zoom:**

**7<sup>th</sup> July 2021**

**4 – 5pm**