



Grove House Partnership

Patient Group Meeting: 8th September 2021 Via Zoom

Attendees:

Syd Broxton (PPG)	Kirsty Kendrick (DOPM)
Ann Turner-Culverhouse (PPG)	Sharon Williams (Admin)
Beryl McWhan (PPG)	Lianne Wilson (Admin)
Sharon Hearty (PPG)	

1: Apologies:

Alan Smith (PPG)	Carolyn Linton (PPG)
Nancy Alexandra (PPG)	Roy Brown (PPG)
Tony Hayes (PPG)	Deb Kelly (PPG)
Harry Howard (PPG)	John Martin (PPG)
Ted Rawlinson (PPG)	Joanne Cripps (BM)
Terence Watkinson (PPG)	
John Timms (PPG)	

2: Actions from previous meeting:

- Feedback on website – Alan, was unable to make it to the meeting, but had asked if his feedback could be added:

There is no obvious link to the E consult form on the home page. It appears that this is under the Consultations tab. In my opinion it is something that a lot of patients will visit the site to use and should have a direct link from the home page in a tab at the top of the list.

Sharon explained that she will look at this and discuss it with Joanne, but we are also, still looking at making more changes to the website to simplify it for our patients.

3: Patient Survey Presentation:

Sharon presented the results from the Patient Survey that was run during the spring; no actions were agreed on until there are more Group members present at the next meeting. After the presentation the Group discussed the following points:

- Ann felt that the amount of responses from the survey was not enough to really come to any conclusions. Sharon explained that we would normally get the bulk of our responses from paper copied placed in the waiting room, but this time, due to the covid restrictions this was not a possibility.
- Sharon will forward the Group the comments sheet; it was felt this may help them to understand the results more. These can then be discussed at the next meeting.
- Ann explained that there are a lot of disgruntled people at the moment, who feel there is a lack of appointments and they want an explanation. Syd asked why there is a lack of appointments. Kirsty explained that there is no shortage of appointments and any patients who contact the surgery are dealt with and offered the necessary treatment for

them. There is more demand at the moment and whilst also running our normal clinics, our Clinicians have had to also do covid vaccination clinics.

Kirsty informed the Group, that we still are working to total triage first and that all e-consults are triaged the same day they come in by the GPs. She explained that we have never seen demand this high before and yes, the way we have to work has changed, but we have always offered face to face appointments where they are needed.

Kirsty informed the Group that there is a national delivery problem with the flu vaccinations, so we have been in limbo waiting for deliveries to arrive, but we will contact patients once we do have them. Sharon Hearty felt that the Practices' flu clinics have always been a success, but may be more hectic this year. Kirsty explained that we are also restricted to the amount of people we have in the building at one time.

Syd felt that he had been having issues with booking in for review clinics such as B12 injections and diabetic reviews. Kirsty explained that there is about a 6 week wait for a Nurse appointment, this could be due to the fact that people were leaving their reviews during the pandemic and now want to have their reviews done. Syd explained that he is happy with telephone consultations, but it is actually getting through to the Practice via the phones that is the issue.

Kirsty explained that we used to have a dip in the day for our telephone lines were they would go quieter for a while, but that is not happening at the moment and demand is increasing. The phone lines are at the busiest that they have ever been and this could be impacted by patients also phoning now for covid and flu vaccinations. She explained that it could be due to more people coming out now after the pandemic.

It was felt that maybe we need to communicate out again to patients and explain in a friendly manner that co-operation is needed at this time, we possibly need to re-educate patients again and promote self-help too.

4: PPG Plus Meeting Dates:

- Wednesday 29th September
- Wednesday 24th November

Times of the meeting are 1-3 pm

To attend these meetings you may contact stefanie.griffiths@nhs.net and she will forward details to you.

4: Patient Group meeting dates for 2021:

- Wednesday 6th October
- Wednesday 3rd November
- Possible meeting in December (TBC)

Syd asked when it would be possible to resume normal face-to-face meetings. It was explained that we are looking to have zoom meetings until at least the end of the year, especially due to the flu season and then hopefully by the New Year we can resume normal meetings.

5: AOB:

No further business to discuss.

Date of next meeting via Zoom:
6th October 2021
4 – 5pm