



Grove House Partnership

Patient Group Meeting: 2nd March 2022 Via Zoom

Attendees:

Syd Broxton (PPG)
Alan Smith (PPG)
Nancy Alexandra (PPG)

John Timms (PPG)
Kirsty Kendrick (DOPM)
Sharon Williams (Admin)

1: Apologies:

Ann Turner-Culverhouse (PPG)
Tony Hayes (PPG)
Ted Rawlinson (PPG)
Terence Watkinson (PPG)
Sharon Hearty (PPG)
Roy Brown (PPG)

Beryl McWhan (PPG)
Deb Kelly (PPG)
John Martin (PPG)
Joanne Cripps (BM)
Lianne Wilson (Admin)

2: Actions from previous meeting:

Covid Booster – Syd asked if the Practice had any information on when people would be getting the next covid booster, as he has heard it will be in spring. Kirsty explained that, as yet, we have had no guidance, but as soon as we do, we will communicate out to those patients who are eligible for it.

No further actions to discuss.

3: Impact of Covid Newsletter

Sharon had included a copy of the newsletter in an email the previous day to ensure that that the Group has received a copy, she explained that the Practice had recently put the newsletter out on the website, social media sites, via text message and paper copies were placed in the foyer area for patients who come to the Practice to put their prescriptions in. Kirsty explained that we had produced this newsletter with the aim to keep patients informed that, even though, restrictions have been relaxed everywhere else, within any healthcare setting the restrictions still apply.

Alan felt that the newsletter was good, not too over the top, but maybe produce a follow up in a month or so, to keep patients well informed of what restrictions still apply.

Action: Sharon to look at producing a further newsletter in April.

Sharon asked the Group if there is anything they would like to see in an upcoming newsletter, that perhaps the Practice has not communicated out, but they think should be. The Group agreed that they would let her know if they think of anything.

Syd explained that when he was in the Practice recently, he seen that we were advertising for a Virtual Patient Group and asked what this was. Kirsty explained that it is for those patients who are unable to physically attend the face the face meetings, it gives a different route for those people and gives us the opportunity to obtain wider input. Sharon explained that the Virtua Group, can forward any concerns, comments or suggestions they have, so they can be added to the face to face meeting agenda for discussion. The Virtual Group would also help

out in the same areas that the Patient Group do, for example, they will be sent any surveys etc that the Practice put out.

Alan felt that as a whole we have a good Patient Group, but he felt they are all in the same age bracket and it is about gaining younger people's issues, so it is a good idea.

4: Goals for 2022:

Kirsty informed the Group that the completed patient survey and the action plan, will be the focus for the Practice to work on this in the coming year, but we wanted to ask the Group if they have any areas, ideas or desires that they would like to work on during 2022 with the Practice.

Alan felt that they possibly need some time to think about it and discuss at the next meeting. Kirsty explained it is about how they want to drive the Group forward, to help the Practice, what would you like to see happening.

Action: The Group will think about any goals they have for the Group prior to the next meeting.

Nancy felt that it might be useful to see a comparison list as to how we now work against how we worked prior to the covid pandemic.

Action: The Practice will look into providing this information.

6: AOB

Wellbeing – Syd asked if Wellbeing are still coming into the Practice. Kirsty explained that currently they are not, they are running everything online and through self-referral, there are no face-to-face appointments at the moment.

Clinical Roles – Syd mentioned that when he came into the building, he saw the who's who board and wondered what an ANP and GP Assistant were. Kirsty explained that an ANP is an Advanced Nurse Practitioner, they were originally Nurses, who completed advanced training and qualify to sit under a GP. They are qualified to deal with many day-to-day acute health issues, such as urine infections, they can prescribe and we currently have two ANPs, Gill and Amy.

A GP Assistant is a brand-new role, and we are the first Practice in Runcorn to have one. They are there to support the GPs with daily needs such as doing a blood pressure, and to help assist the GPs where needed to help create a smoother pathway for the patient. Jack is our first fully qualified GP Assistant, and he has also completed a Phlebotomy course and runs a clinic in the Practice. We also have Jenny, who has nearly completed her GP Assistant course and Shannon will be starting her training in April.

Kirsty explained that Primary care is changing, and GPs are not always specialised in all areas and the Primary Care Network has now employed a Mental Health Specialist Nurse, who will be working in both Grove House and Tower House. This gives us a specialist within the mental health area, the Group agreed that this was much needed. The Practice are also looking to have a Paramedic, someone who will put care management plans in place and visit people in their homes, we are hoping this will be in the very near future.

Syd wished to say how impressed he is with the front of house staff over the past several months, they appear to want to help and solve any problems for patients. Kirsty said that our Team Leaders do consistently work with the Reception Team on training, so we have a more robust system and way of working.

Face masks – Nancy felt that there was a lot of confusion for people around where restrictions have now eased on wearing face masks and it is causing problems. Alan explained that it needs to be made clearer on what is expected as people have heard that all restrictions have ended, but within the NHS that is not the case and people want to know why. Kirsty explained that nothing has gone away for healthcare settings, our restrictions have not eased, but for the public this must be confusing. We will look to put some information out there and hopefully the recent newsletter will help with that.

Action: To keep putting messages out as to why things have not changed within healthcare.

Alan also wished to ask for some advice regarding a person he knows, as they had been into the Practice and ended up feeling abandoned, as she did not know who to turn to in her situation. Kirsty explained that we do have two Team Leaders in Reception, who are there to help anyone who needs it. One of them is always present within the reception area.

We do also have a contact form on our website, that patients can complete, these forms then go straight to the Team Leaders, who will investigate them and contact the patient with a response. The form is located at the bottom of our 'Contact us' page:

<https://www.grovehouse.co.uk/contact>

Meetings – Syd felt that the April meeting should still be via Zoom due to there still being a lot of covid around. Kirsty explained that Joanne was looking to have a hybrid meeting, but we need to check the guidance closer to the time. Sharon will look at the possibility of us using the room with Community, in preparation in case we are able to meet face to face. As soon as we know what we are able to do, we will inform the Group.

Action: Sharon will check to see if the room within Community is free for the April meeting, as there are a few members of the Group who are unable to go up the stairs.

Date of next meeting
(TBC via Zoom or face to face)
6th April 2022
4 – 5pm