



Grove House Partnership

Patient Group Meeting: 4th May 2022 Via Zoom

Attendees:

Syd Broxton (PPG)

Anne Turner-Culverhouse (PPG)

Alan Smith (PPG)

Julie Knight

Kirsty Kendrick (DOPM)

Sharon Williams (Admin)

1: Apologies:

Tony Hayes (PPG)

Ted Rawlinson (PPG)

Terence Watkinson (PPG)

Sharon Hearty (PPG)

Roy Brown (PPG)

John Timms (PPG)

Beryl McWhan (PPG)

Nancy Alexandra (PPG)

Deb Kelly (PPG)

John Martin (PPG)

Joanne Cripps (BM)

Lianne Wilson (Admin)

2: Actions from previous meeting

No previous actions were discussed.

3: Wellbeing

Lynn Swift, from Wellbeing, attended briefly, to give the Group a quick update on their services and discussed the new programme of activities:

<https://www.wellbeingenterprises.org.uk/whats-on/>

She explained that throughout the pandemic they have been operating as normal, but via telephone calls and the internet. The CCG have now requested that they complete a new model, and they are just waiting for that to be signed off, then they will be back within the Practice doing one to ones.

The Group thanked her for her time.

4: Access Model: PPG to share thoughts

Kirsty explained that this is the model which the Practice are working towards. We have shared it via the Spring newsletter and social media, but do the Group have any thoughts that they would like to share regarding the model or has anyone been approached regarding it.

Ann felt that it will take a while for people to accept it and the fact that GPs are not their first option. She felt that it needs more promoting and explaining.

Alan felt that the text in the newsletter needed addressing, as it states that Reception is patients first point of contact, but this should really be e-consult. He felt that people have lost faith now and they feel that they will not get seen by a GP, therefore A&E etc are getting overwhelmed. Alan explained that we need to get the message out there that this is not the case, they can still see a GP, it is just a different approach, pressure needs to be taken off the hospitals.

Alan also explained that there are so many different rules now, with Warrington Hospital being a lot stricter still and you are still not able to accompany a patient in there. Halton hospital are more lenient, so it is confusing people even more now guidance is not across the board.

Kirsty explained that there also seems to be a lot of confusion for patients with regards to face masks. The Practice has been able to relax its social distancing measures, but patients must still wear a face mask within the Practice and if they do not have one with them, we will offer them one. She explained that there seemed to be mixed feelings about being asked to wear a mask as the guidance is not clear.

Ann had concerns that things were being relaxed as there are still a high number of people testing positive for covid, but she cannot seem to locate the figures anymore as they are not being reported on. Kirsty informed the Group, that Practice staff still must take two lateral flows per week as this is still guidance for us, but there are many people, in general, now outside of the NHS that do not report their lateral flow test results anymore.

Sharon explained that maybe now is the time to produce another newsletter solely aimed at these issues that are still bringing confusion.

Action: Sharon will talk to Joanne about producing a newsletter.

5: Paramedic

Kirsty informed the Group that our new Paramedic started with the Practice this week; he has previously worked for the Northwest Ambulance Service. He will be focusing on acute illnesses that come in on the day, dealing with moderate to high frailty score patients, putting care plans in place and looking to reduce hospital admissions. This is a brand new and valuable role to us, we think that Murdishaw is the only other Practice in Halton who have a Paramedic.

The Group felt that this is brilliant for the Practice and should really help. Kirsty explained that he is currently on a two-week induction plan, we will work on promoting his role, but he should be very much a part of the community, with possibly still some clinics within the Practice. Syd had some concerns over when patients should call 999 or use the Practice Paramedic. Kirsty explained that in no way is this role to take over from 999 for medical emergencies.

6: Phlebotomy Service

Kirsty informed the Group that Warrington Hospital are still not able to resource for the Phlebotomy service, so as it stands, we do not have a St Paul's Phlebotomist. The winter funding has now stopped, which enabled us to get a Phlebotomist in during the winter months. However, the Practice itself does have staff who are trained to provide this service and look to have up to 3 clinics on per week. Dianne, our Health Care Assistant and our GP Assistant are trained to provide this service and we have two more GP Assistants who are training this week.

We hope that this will help our patients and make it easier for them to get a Phlebotomy appointment while the hospitals are very busy. Alan felt this is brilliant news.

7: AOB

June Meeting Date – Kirsty explained that due the next meeting being scheduled for 1st June, the day before the Jubilee Bank holiday weekend, we feel it is best to move it to the week after, so the meeting would be Wednesday 8th June. The Group all agreed to this.

Health Walks – Sharon explained that John Timms had wished to join the meeting today to discuss the walks for health, but he seemed to be having technical difficulties. She explained that the Friday walk from St Paul's had resumed, but they were not having many joining in, especially compared to the amount they had prior to covid. She asked if the Group could try and spread the word especially if they know anyone who may benefit from the walks.

The walk starts at 1pm from St Paul's Health centre, are approx. 30 minutes long and are planned along a straight canal path at the back of St Paul's, with no hills or steps. They are a great way to get fit, but also for anyone who is lonely or isolated to meet new people.

Website:

<https://activehalton.co.uk/walking/>

Facebook page:

<https://www.facebook.com/Walking-for-Health-Halton-482818178431169/>

Date of next meeting
(Via Zoom)
8th June 2022
4 – 5pm