



Grove House Partnership

Patient Group Meeting: 12th October 2022 Hybrid

Attendees:

Syd Broxton (PPG)
Alan Smith (PPG)
Nancy Alexandra (PPG)
John Timms (PPG)
Sharon Hearty (PPG)

Julie Knight (PPG)
Joanne Cripps (BM)
Kirsty Kendrick (DOPM)
Sharon Williams (Admin)

1: Apologies:

Tony Hayes (PPG)
Ted Rawlinson (PPG)
Terence Watkinson (PPG)
Roy Brown (PPG)

Deb Kelly (PPG)
John Martin (PPG)
Roy Brown (PPG)
Lianne Wilson (Admin)

2: Actions from previous meeting

Roles - Syd asked about the roles section in the new newsletter. Kirsty explained that this is to inform patients of all the roles within the Practice, especially new roles such as GP Assistant and Paramedic. We want patients to know what each person can do and get them to the right person and that person does not always have to be the GP.

Syd mentioned the staff board in the foyer area and that there are a lot of Clinicians on the board. Kirsty explained that we have found it difficult to find full-time GPs, as they prefer part-time due to the demands of the role, so we have a lot of GPs who work part-time. Dr Forde, Dr Manesso and Dr Guirguis are all full-time and despite not having more full-time GPs, we have a very good team currently.

We also have our Advanced Nurse Practitioners, who will also be able to complete sick notes soon. We have our Paramedic, and we will soon have another Paramedic through the PCN, who will be shared with Tower House Practice. Part of the Paramedic role is to try and reduce avoid admissions for more frailer patients. Our Clinical Pharmacist is also due to return after maternity leave.

DNAs (Did not attend) – Syd asked if there was a known reason why the DNAs were so high. Kirsty explained that now we are doing more face-to-face appointments, the figure for DNAs is creeping up again and it is simply patients not turning up for the appointments. We are trying to advertise that patient need to cancel appointments especially when demand is so high. The Group mentioned putting this out on social media, Sharon will look to do this on a monthly basis.

Action: Advertise DNA rate on social media.

3: Wellbeing Update:

Robbie, from Wellbeing, joined the meeting to give an update on their service. He shared their current programme of activities and some packs with the Group. Robbie explained that the team are based in Old Coach Road and will have new premises soon in Widnes. He felt that a lot of people have been isolated over the past couple of years, so it is nice to see people coming back into the service and the activities.

Julie asked how people, who are not socially able, access the Wellbeing team. Robbie explained that there are many ways, the GP can refer to the team, a person can self-refer via the website or simply call and speak to a member of staff. Joanne explained that the service is free for patients as it is funded centrally, and the walking groups are part of the social activities. It is a viable, safe, and very good service and it is good if we can get the word out to people who needs the service.

Sharon explained that the St Pauls walking Group is going really well and more people seem to be joining.

4: Vice-Chairperson:

Kirsty explained that since the sad passing of Ann, we need to look at getting the Vice-chair role back in place. Syd felt that due to lack of attendance at the meeting, it needs to be discussed when more are present.

Post meeting note: Sharon will send out an initial e-mail to see if anyone wishes to put themselves forward for the role, we can then send out a voting form.

5: Updates:

Kirsty explained that the flu and covid clinics are running quite well on the first Saturday clinic 140 patients were vaccinated for both. It went well, as we had Admin working with the GPs and Nurses. Syd wished to say how efficient the flu clinics are, the Group agreed with this.

Kirsty informed the Group that we will hold another big clinic on 22nd October with up to 300 patients hopefully attending. She explained that by then we are looking to have over 65s all vaccinated, and we can then focus on over 50s. Due to how NHSE want to run the vaccinations this year, we have had to stagger how they are given, but we will try to do as many Saturday clinics as possible to protect Nurse appointments.

6: AOB

Revamp of Group – Syd explained that he feels we need to revamp the purpose of the Group and how can we work to make the Practice better. He felt that it should not always be about bringing up personal experiences, but about what we can do to improve the Practice as a Group, The Group all agreed that this is what everyone wants. Sharon felt that if someone has a personal experience that is viable to bring up with the Group, then that can help in the long run. Alan agreed and felt that it would be better to bring the issue to the meeting rather than go to someone outside of the Practice.

Julie felt that the Group needs to be proactive and what do the Practice feel they need from the Group. Kirsty explained that we need the Group to help us with changes and works with

us on issues such as Alan did with the Pharmacy issues earlier in the year. We are currently looking at changes to access and the Groups input will be needed, especially to advertise different roles within the Practice and helping people to understand what those roles can do for them.

Alan felt that people are starting to realise things are now staying as they are, and it will not go back to how it was pre-pandemic. Syd agreed and felt that it is now about getting a patient to the right person. He explained that Reception is very good team at the moment and are all pleasant.

The whole Group agreed it is good to set goals, so they will go away and think about areas they would like to work on, so it can be discussed at the next meeting.

Phone Lines - Alan felt that it is impossible to get through on the phone to access the answer machine to cancel an appointment. Kirsty informed the Group that we do have a designated cancellation line. Sharon explained that the line does not seem to work at the weekend. The cancellation line should be 24 per day, so Kirsty will check to make sure it is working ok.

Action: Kirsty to check cancellation line.

Kirsty explained that we have had a lot of staff illness recently and this impacts the telephone lines. We have also had a lot more calls coming through from people who wish to book in for a flu or covid vaccinations, but we have made online bookable appointments for the flu vaccination now, so hopefully this will ease the phone lines.

PATCHS – Syd informed the Group that he did not understand about PATCHS, and the video would not work for him. Kirsty explained that you do need to click past the adverts to view the video.

Kirsty went on to say that it does look easier for patients to use, over the past 5 years, hopefully it will bring positive changes for everyone. Alan felt that it did look a lot easier to use. Kirsty explained that training will be necessary for staff and at this point we are not sure when it will actually be implemented.

Action: Sharon will put together a small presentation around PATCHS are the next meeting.

Date of next meeting
(Hybrid)
2nd November 2022
4 – 5pm