



# Grove House Partnership

## Patient Group Meeting: 7<sup>th</sup> December 2022 Hybrid

### Attendees:

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

Joanne Cripps (BM)  
Kirsty Kendrick (DOPM)  
Sharon Williams (Admin)

### 1: Apologies:

Sharon Hearty (PPG)  
Ted Rawlinson (PPG)  
Terence Watkinson (PPG)  
Roy Brown (PPG)  
Deb Kelly (PPG)

John Timms (PPG)  
Julie Knight (PPG)  
John Martin (PPG)  
Roy Brown (PPG)  
Lianne Wilson (Admin)

### 2: Actions from previous meeting

No previous actions to discuss.

### 3: Vice Chairperson vote:

Voting slips had been sent out to each group member prior to the meeting.

It was confirmed that Alan Smith is now officially Vice Chairperson.

### 4: Updates on Event for 20233:

At the meeting in November, the Group had discussed future projects, as part of that, it was decided to try and hold an event day. The idea was to get outside services in to have stands and to give information to patients.

Sharon passed out a list of services which she had put together as a starting point.

### [LIST OF SERVICES](#)

Alan felt that due to the way things are at the moment, MIND, is probably one of the most important services. Kirsty agreed and felt that we could also combine that with Veterans in Mind service, Dr Williams could help with this due her involvement with Veterans in mind.

The Group discussed a possible date to hold the first event and the space we would need to have several services in, it was felt that we need to get past the winter months first and look at May / June time. Nancy expressed that we should maybe stagger the services coming in and have possibly one or two in per month. Joanne felt that potentially we could get a few stands within the waiting room. The Practice could promote the event, but we may need the help of the Group to assist on the day.

The Group discussed that there could be a need for a smaller event, one that could focus on MIND and mental health, perhaps towards late January to the beginning of February. We could look to formulate a schedule, starting with MIND, but we may want to get them in again at a later date. Nancy felt that with the current situation around cost of living, more people will get worse with mental health issues, so getting MIND in and possible Veterans in Mind also, this may help people the most.

Joanne explained that there is a lot of helpful information around the cost of living crisis produced by Halton Borough Council: [Find out about cost of living information and support \(halton.gov.uk\)](https://www.halton.gov.uk) and we also have a pop-up on our website. Tony Hayes felt that the local food bank may need to be promoted a bit more as many do not know they have access to it. [Runcorn District Foodbank | Helping Local People in Crisis](#)

Joanne asked how we could monitor the success of the events we hold; we need to capture how many came to the event and the outcomes to ensure that what we are doing is working and helpful. Alan felt it would be good to talk to people of the day, to gain their views on how helpful it was.

### **5: Meeting Dates:**

Sharon passed out the meeting dates for 2023 and explained that all meetings will take place on the first Wednesday of each month, apart from the January meeting as the first Wednesday falls right after New Year, so that date has been moved to the following week, 11<sup>th</sup> January.

Syd asked if all future meetings would be hybrid. Joanne explained that yes, they would be, as it can be useful for group members, though we may have to go to zoom meetings for the January and February meetings, it will depend on how covid figures are at the time. We can Judge this in January and make a decision then.

**Action: Decision to have hybrid meeting or zoom meeting.**

Syd asked if the Practice had many cases of Strep. Joanne explained that we have had more respiratory cases and the demand is very high especially for children with high temperatures.

### **6: AOB**

GP Extra - Syd wished to share his recent personal experience, he had come down to the Practice to book an annual review, but was unable to make one at the Practice for a while, so he was offered an appointment at GP Extra, he felt that the GP Extra service was excellent, but realised that it is not run by Grove House staff.

Joanne explained that it is a town wide service, the service is run from Heath Road, and they rent the space from us. Heath Road is Grove House services during GP opening hours and, in the evenings, and weekends, the GP extra service runs from there. Dr Wilson is a chairperson of the service and was part of establishing it. All Practices in Halton are shareholders. It is a shared care service with your GP, so anything discussed at an appointment with GP Extra is sent through to your Practice.

Nurses at the service can do chronic reviews, all information will come back to your own GP. You can book appointments for GPs, Nurses or Health care Assistants through your own Practice and will be sent to either Heath Road, or their new premises in the Shopping city. Syd explained that he has been into the premises in the Shopping city, and you need to be referred in or have an appointment.

**Action: Sharon will contact Diane Henshaw for more information for the Group.**

Syd felt that the services within the Shopping City need advertising, they even have dental, but he was unsure how you get referred to the service. Joanne explained that if you go through NHS 111, they should be able to refer you, but dental is nothing to do with the GPs.

[Halton Health Hub - Runcorn Shopping City | Healthwatch Halton](#)

Joanne informed the group that GP extra is trying to provide satellite services, as part of this they have a dermatology service, which runs every Friday, and seems to be very successful. If you see a GP with a skin problem, then you can be booked into the service more quickly than waiting to be seen at the hospital.

Our Services - Dr Wilson still runs his wart and minor surgery clinic from the Practice, we have Dr Allen who runs her joint clinics, and we have some Lead GPs who are looking to do more. We are also looking to have a coil fitting service, one of our newer GPs are trained to do this and two Nurses are interested in coil fitting too. Along with this, we also have our dedicated HRT clinic, so we are having more stability for patients / females.

We also use Pharm Refer service, the patient does not need to see a Clinician first, if your symptom is on the list, then the Receptionist will refer directly. Joanne explained that it is a good service and helps with minor ailments.

PPG Noticeboard – The Group discussed their noticeboard with the reception area saying that it needs to be updated. It was felt that it needs to promote what the Group do and who they are, including information about the VPG. The Group photo needs to be updated and the old one has been removed.

They felt that we could put bullet points around what is being discussed at meetings, along with a copy of agenda items and meeting dates. They also felt that we need to get Group numbers up, so maybe add a section into a newsletter could help to promote the Group. It was also discussed that we could look to ask people who make a complaint or suggestion, to come and join a meeting, we have done this in the past and it has worked.

**Action: Sharon will look to redesign the board, making it more inviting and come back to the Group with ideas, also to promote the Group.**

Patient Comment Box – It was discussed at looking to reposition this as it does not seem to be getting noticed in the current position.

Newsletter – Nancy wished to say how good the newsletter looks and that the colours and section make it easy to read.

Sys wished to thank everyone for their co-operation over the past year and wished everyone a Merry Christmas.

**Date of next meeting**  
**(TBC - Hybrid)**  
**11<sup>th</sup> January 2023**  
**4 – 5pm**