



Grove House Partnership

Patient Group Meeting: 1st February 2023 Hybrid

Attendees:

Syd Broxton (PPG)
Alan Smith (PPG)
Nancy Alexandra (PPG)
Sharon Hearty (PPG)
Mark Swift (WB)

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

1: Apologies:

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

John Martin (PPG)
Roy Brown (PPG)
Deb Kelly (PPG)

2: Actions from previous meeting

Group Promotion / board – Joanne explained that some members of the Group are currently having health issues so are unable to attend, but some seem to not be contacting us, so we may have to reach out to them and ask do they still want to be a part of the Group.

Sharon W has updated the Patient Group board within the reception area, but herself and Joanne will look to place in under the plasma and along with the comments box, that currently are not really in patient view. Hopefully, the more patients that see it may then consider joining the group.

Action: To look at moving display and box.

Post Meeting Note: This will be placed under the plasma in the waiting room.

Sharon W also put a section in the January newsletter but will start to put it out on a regular basis via social media.

Post meeting note: A message has been sent out via MJog and onto social media. We will repeat the text message once a month and the social media post weekly.

Halton Hub - The Halton Health Hub currently provides appointment by referral for the below specialties within the Trust:

- Optometry and Orthoptics
- Over-55 Hearing Screening and Assessment
- Dietetic Therapy

The hub is open 8.30am – 5pm each weekday from its location within Runcorn Shopping City. The Hub has NHS signage and is a short walk from Car Park 3, which has disabled parking bays and is free of charge. Warrington Halton Teaching Hospitals NHS Foundation Trust (WHH) developed the project in conjunction with Halton Borough Council, the One Halton health collaboration, and funding and support from the Liverpool City Region (LCR) Combined Authority.

The Hub will have the capacity to deliver over 15,000 appointments per annum, and we are keen to work with other providers across Halton to understand if they could use the space in partnership. Other services at Warrington and Halton Hospitals are not affected by the creation of the Halton Health Hub.

Joanne informed the Group that there is now a Respiratory Hub, if a patient rings with respiratory symptoms, then the GP may tell Reception to send the patient to attend the hub to be seen by a GP. Along with other services such as, GP Extra, where we get approx. an extra 10 appointments per day that we can offer to patients and the Clinical Pharmacist who may also start to run a hub, it offers much more choice for patients across a range of local locations. Reception now ensures that they inform the patient as to where their appointment is based at the time of booking.

Syd wished to discuss an issue he had after having bloods taken just before Christmas, through GP Extra. He had problems trying to get his results, when he phoned the Practice, our Receptionist could not find them in his records and no one seemed to know where his results were. He explained that as it turned out, the Nurse, who was working at GP Extra, was from Tower House and used a slightly different system to ours and they came back in a different format. Joanne explained that this should not be the case as when tests are ordered everyone uses the same system via Warrington Lab. It may have been that possibly our Receptionist was not looking in the correct place, but all blood results do come back to us, so they can be reviewed by your own GP.

Joanne explained that if you have access to your medical records via Patient Access or the NHS app then you are able to view your blood test results on there. These apps are also the best way to place prescription requests as it goes straight to the GP. The Group discussed that maybe Patient Access and the NHS app need more promoting, not just by the Practice, but maybe have the Group could come in and use the iPads to show other patients how to access it and use it. Sharon Hearty felt she needed more help with it before showing others, Alan offered to help her with this. It was felt that Heath Road may be a better place for the Group to help others as it is quieter than Grove.

Action: Look to promote Patient Access and the NHS app, both by the Practice and the Group having days to help other patients.

Also, to possibly have a leaflet ready that the patient could take away with them.

Syd asked how long it takes for the practice to receive letters etc from places like GP Extra, the hubs and hospitals. Joanne explained that each service uses different systems, so times for receiving letters can vary, once they are sent to us they go straight into patient records. A&E are fairly quick at sending us information from a patient attending.

3: Wellbeing:

Mark Swift, Chief Executive for Wellbeing, Runcorn, introduced himself to the Group and informed them of the services Wellbeing offer. He explained that they have now rebranded themselves and they are now called We Connect. They are currently sending out promotional materials to make people aware of this change. As part of the new model GPs now have access to directly book patients in on their new system, they simply have to click one button in Emis and it takes them to the referral. Mark shared the flyer with the group, which they are putting out to promote the changes. Wellbeing is situated in Bridgewater House, just past the Independent Living Centre.

Syd asked how the service is funded. Mark explained that they are funded through the NHS, as they are now an integral part of the NHS Halton team, but they do also apply for grants

from other sources, for e.g.: the national lottery. This enables them to have more services to offer people.

Mark explained that they are currently helping people who are struggling with the crisis of living costs, by linking them to other organisations such as food banks. They also have shopping vouchers that are funded through the grants they receive, the vouchers go up to £50, so they give these to people to enable them to use their own money to pay for gas and electricity. This is means tested, so the funding goes to people who really need it.

Mark offered to send some more resources to Sharon including an animation for the Practice to use on social media etc.

4: Event Day progression:

****Not discussed due to shortage of time – add to agenda for next meeting****

5: PATCHS Update:

Joanne informed the Group that the practice is looking to go live with PATCHS on 23.03.2023, but we will test with staff from 01.03.2023 and we may ask the Group to help by trialing it themselves and giving us feedback. We are aware that some people may not be able to use it and when this happens our Reception staff will help them but will encourage them to us it next time. Once a patient submits their request, it will come through to be triaged, when it has been dealt with by the GP, the patient's phone will ping them to let them know they have a new message. They would then log into their account to view the GP / Reception response, unless they are directly contacted by staff at the Practice. It is run via the website, there is no app for it.

PATCHS does not ask as many questions as e-consult does, it is 5 easy questions to complete. We are currently mapping out our processes on how it will work and the transitions we need to make. Every GP Practice in Cheshire and Merseyside has to use it and we hope that the transition will be easy.

6: AOB

Julie asked what do the HITs team do and who are they. Joanne explained that they are the Health Improvement Team and are funded by Halton Borough Council. They see patients to help them with stop smoking, weight management, health checks etc.

Sharon asked where a person is able to drop of needles in sharps bin. Kirsty informed her that it is the Community section, and they will need to be signed for.

Date of next meeting
(Hybrid)
5th April 2023
4 – 5pm