



Grove House Partnership

Patient Group Meeting: 8th March 2023 Hybrid

Attendees:

Syd Broxton (PPG)
Alan Smith (PPG)
Nancy Alexandra (PPG)
Sharon Hearty (PPG)
Tony Hayes (PPG)
Nic Comer (PPG)
Jack Yeomans (GPA)

Julie Knight (PPG)
Dan Benatan
Joanne Cripps (BM)
Kirsty Kendrick (DOPM)
Sharon Williams (Admin)
Erin Hunt (Admin)

1: Apologies:

Ted Rawlinson (PPG)
Terence Watkinson (PPG)
Joanne Cripps (BM)

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

Syd welcomed new members to the Group, Dan and Nic and introduced himself as the Chair for the meetings.

2: Actions from previous meeting

None to discuss.

3: PATCHS:

Kirsty informed the Group that PATCHS will go live for patients on Monday 3rd April. She explained that Sharon is currently putting out communications and will do so leading up to the 3rd of April and for a week or two afterwards. Kirsty explained that we will not lose our text message service and should have it for another year, which is good news for the Practice. Each Thursday, for the past 8 weeks, we have been doing a lot of work on PATCHS, how it will work for us and the patients and testing it out.

Jack and Erin joined the meeting, to help the Group test out PATCHS using laptops, they explained the process for patients to log on and how to use the software. The Group divided into 2/3 to test out PATCHS. Julie, who was currently on holiday and joining the meeting via zoom, can arrange to come in and spend some time with Sharon to go over PATCHS when she returns.

Post Meeting note: Julie came in, to trial PATCHS with Sharon and Erin.

Kirsty explained that if a patient has no access to the internet or a computer, phone etc. then Reception will support them and complete their request via the phone. If they can, they will talk a patient through the process, so that they are able to do it themselves next time. Syd asked, once a request has been completed, how long will it be before you receive your reply. Erin explained that it can depend on what the patient has submitted, but it will be reviewed the same day by a Clinician.

Nic asked if PATCHS is still going to be used for on the day appointments, when will patients be able to book appointments online again? Kirsty explained that once the request is completed, it will be triaged, and a GP will allocate an appointment depending on the need.

She informed the Group that we do have a very high demand currently and have done so for some time now.

Syd asked, what is the advantage of PATCHS over the current e-consultation software. Dan felt that he could see the benefits, as the current software asks a lot of questions and PATCHS does not it, it is more free text not a list of tick boxes, you can type in what you want to type in. Kirsty explained that the current e-consultation will cease at the end of March and PATCHS will take over for all Practices as it is a national system. It will not make anything any faster at our end, it is just a different process, but it is more user friendly for patients. PATCHS won the tender and has been accepted to be used by Practices for a year, at that point it will be reviewed and if it is not satisfactory it could go out to tender again.

Erin explained that because it is AI (artificial intelligence) it starts to learn from when we start to use it and will then eventually take over more. It will start to note GP actions that go into the system, and it will learn from that, pushing urgent requests to the top of the list.

Alan felt that where the patient can choose the mode of contact, i.e., Face-to-face, text or telephone call, the majority of patients will choose face-to-face. Jack Yeomans explained that it will be GP dependant and they will decide the best option once it is triaged, it is just giving the patient a choice as to what would fit best for them.

Erin explained that you can set up an account or simply go ahead as a guest. Dan felt that it would be a lot easier and quicker for patients if they do set up an account. Alan felt that it was good that you could let the Practice know if there are any times you will not be available, and he felt it takes a lot less time to use than the current software. Dan agreed and felt it was a much better interface.

Dan explained that the Practice do need to do a campaign, giving patients instructions. Sharon H agreed and felt it needs to be done quickly, not right before we go live. Kirsty explained that Sharon W will be putting all necessary information out including videos and a special newsletter. Patients who use the current e-consultations will be ok, we need to focus on those who do not and there are some patients that never will use it.

Kirsty asked that if anyone has any comments about using PATCHS, then please email them to Sharon W. Kirsty will set up a dummy patient, so that Sharon W can send it around to the Group, so they can test it a little more.

Post Meeting Note: Sharon W sent out an e-mail to Group members, containing a link to PATCHS and information on how they can test it as a dummy patient.

4: AOB

Health Checks at the Carers Centre – Syd wished to inform the Group of new health checks which the Carers Centre are doing for patients and their carers. You simply need to pop in or call them to arrange one.

Signing in Book – Syd felt that the current signing in book, which the Practice has when guests arrive, could do with replacing.

Action: Kirsty will look at getting a new one.

New GP Contract – Alan asked if this could be added to the agenda for the next meeting.

Post Meeting Note: Sharon W has added it to the agenda for April.

Message from Practice on phone calls – Syd felt that the extra message that is given when you phone the Practice, seems to be getting taken the wrong way by patients and gives out

the impression that we do not want to see them. Kirsty explained that it is a generic message that has been added, but if it is causing frustration, we will take a look at it. Alan felt that people with mental health issues may find it upsetting.

Action: Kirsty to review the message.

Plans for the High Street – Alan asked if the Practice knew about the plans to pedestrianise the high street. It would make High Street and Church Street much narrower, putting in cycle pathways and this may create a struggle with ambulances etc. accessing the health centre. Syd explained that he has seen two versions of the plans.

Post Meeting Note – Alan sent the link to the plans via email:

[HIGH STREET CONNECTIVITY / Reconnecting Runcorn](#)

Reception Staff – Syd explained that he had been hearing bad complaints about some of the front of house staff. Some people are finding that the way Reception are putting things across to patients, comes across as rude and not taking them seriously. Kirsty explained that she will discuss this with Reception at their meeting, but we have had several new members to the team, it may be a matter of some training as they are all at different levels. Syd explained that he has always been very complimentary about the Reception staff, but it does seem to be taking a downturn.

Action: Kirsty to discuss with Reception.

Syd thanked Dan and Nic for joining the meeting at such short notice.

Date of next meeting
(Hybrid)
3rd May 2023
4 – 5pm