



Grove House Partnership

Patient Group Meeting: 12th July 2023 Hybrid

Attendees:

Syd Broxton (PPG)
Alan Smith (PPG)
Sharon Hearty (PPG)
Dave Colleavy (PPG)
Norma Sherwin (PPG)
David Jameson (PPG)

Nancy Alexandra (PPG)
Julie Knight (PPG)
Dan Benatan (PPG)
Kirsty Kendrick (POM)
Sharon Williams (Admin)

1: Apologies:

John Timms (PPG)
Anne Findlow (PPG)
Diane Mercer (PPG)
Ted Rawlinson (PPG)
Terence Watkinson (PPG)
Siobhan Chadwick (PPG)
Rae-Ann Roberts (PPG)
Joanne Cripps (BM)

Tony Hayes (PPG)
John Pitt (PPG)
Stephen Lancashire (PPG)
John Martin (PPG)
Roy Brown (PPG)
Deb Kelly (PPG)
Nic Comer (PPG)

Alan chaired the meeting, due to Syd joining via Zoom.

2: Actions from previous meeting

True record of minutes and signed off.

None to discuss, as they are on the agenda to be discussed in further detail.

3: Patient Online comments:

Kirsty explained that patients may send in general comments or complaints via the Practice website: [Patient Suggestions, Comments & Complaints - Grove House Practice](#)

She informed the Group that at times this method can be used inappropriately, such as clinical requests coming through, this is not safe, it is not manned constantly and we aim to respond to comments within 72 hours, which is not correct for clinical needs. We do need to educate patients on what is being submitted and what is appropriate. Alan felt that maybe we should add a message to state that this is unmanned, so they know it is not checked on a regular basis and if it is a clinical need do not use.

Kirsty explained that we need to educate our staff, as well as the patients, as some staff have helped patients by using this method and they should not. We need to look training issues around what this method can be used for and what is appropriate. Alan felt that some patients may see this as a way to get around PATCHS. Dan agreed and felt that it is not a safe nor a secure way to send clinical information to the Practice.

Jack had viewed the comments that came through via our online comment's methods, for June 2023, he then broke them down into main areas, so that we can understand better what information / requests patients are sending in:

Patient Comments Themes June	
Patient query	30
Patient sending documents/discharge	6
External	37
Prescription Request	41
Sick Note Request	1
Appointment Request	5
Complaint/Negative Comment	18
BP Readings	9

Kirsty explained that with the patient sending documents / discharge, there are general operational issues around how long it can take for the Practice to receive these types of documents from hospitals and clinics, as it can take around 4-6 weeks.

External – This is outside services using an incorrect way to communicate that is not a safe method. Dan felt that this could be suggesting that services are struggling to find the correct information they need. Kirsty explained that they are just not looking in the right place and we need to feed this back to them.

Prescription requests – We are trying to get patients to use Patient Access or the NHS app, not via this method. We did allow it during the pandemic, but now they must start to use the correct way. The Group agreed that using Patient Access is very easy, but it can come down to the patient's mind set. Kirsty explained that it is a faster and more convenient way, and it could just be that some are afraid to use it.

Sick notes – This has gone lower now as staff are informing patients to do this through PATCHS.

Complaints – The Practice does respond to any complaint. Nancy asked if the Group could see what these complaints were about. Kirsty explained that most are around appointments, prescriptions and reports and forms. Reports and forms are not classed as NHS work, and we do aim to get them processed within 28 days. We submit complaints to NHSE in August, once we have done analysis for them, we can show the overall analysis for the complaints to the Group.

Action: To share overall complaints analysis to the Group once it has been submitted to NHSE.

BP readings – Kirsty explained that at times patients will send in their BP reading and do not add in patient information. we then only have an e-mail address to go off, which is not the correct information we need.

The Group looked at the call data information for June 2023. Kirsty explained that her and Jack work together on this, to look at ways to make improvements. Currently, the average call time will take around 3.5 minutes. Alan felt that as a Group we need to look at ways to improve the number of calls which come through to the Practice. Dan agreed that we need less traffic coming through.

Kirsty explained that we are looking at using acurrx, which will send a link to patients allowing them to book appointments in directly, such as a Nurse appointments for diabetic reviews. We have trialled it with health checks and it seems to be working. This would help to bring call volumes down.

5: Practice Event Days Update

Nancy felt that the last time we held an open day, patients did not know until about 2 days before, which services were coming in. Sharon explained that we did need more time to promote it, but it took a couple of weeks for services to respond to the invite. Then, once they had confirmed, closer to the time they were changing the times of when they would be available, as they could not be there for the full day, so it was all done last minute. We need to make sure this time we have plenty of time for services to respond and give definite times they will be available throughout the open day. David felt that it is coming up to flu season, when we will be having more people coming into the Practice, so we should take advantage of those times.

Action: Sharon will come up with some dates to hold open days, look to do one every couple of weeks, with a few services coming in each time.

The Group discussed the possibility of some members coming into the Practice and using iPads to show patients, in the waiting room, how to use the NHS app. Alan, Dan, Norma, Dave and David all offered to do this, as long as they are shown first. Sharon agreed to meet with them and show them this prior to them coming in, along with help from Jack. Dan queried if they would be using a dummy account to show to patients how to use the app, Kirsty explained that it would be, Jack has some ready to be used.

Alan felt that we should perhaps get some details from patients, so that we can check on them to see if they are using the app and how they find it. Sharon explained that we could provide a slip, so they can complete it and pass into staff.

Action: Sharon and Jack, to meet with the members who wish to come in to show patients the NHS app.

6: Patient Comment Box:

There was one comment in the box, which asked why the hospital shuttle bus cannot pass through the old town on its way to Warrington hospital. The Group discussed that this is not a part of the Practice and that we have no say on how it is run. We do have the shuttle bus times on the notice board in the waiting room and we will forward the comment onto Ashcroft's, who provide the service, to see if this is something they could look into.

Action: Sharon to forward comment onto Ashcroft's.

7: AOB:

Clinicians' photos in foyer – Sys asked about the photos of Clinicians in the foyer, as he has noticed that there are a lot of empty spaces. Kirsty explained that Dr Bate and Dr Kaye have left due to personal circumstances, but we are looking to recruit two new GPs in the very near future. He asked if Dr Forde has left the Practice as her photo is not there. Kirsty explained that no, she has not left, she is still a Partner at the Practice, but she is currently off on sick leave.

Flu Clinics – Kirsty informed the Group that we are currently getting a plan into place for how we will run clinics for flu vaccinations this year. We are unsure as yet what will be happening with covid vaccinations. We are looking to do some Saturday clinics again and hopefully a walk in one, possibly this could take place on the 7th of October. We cannot do them all as walk in clinics as Tower House will be opening to do clinics also.

We did used to hit high numbers of patients being vaccinated when we held these Saturday clinics, and we hope that they will help families and working people. It also helps to relieve

some pressure on the weekday clinics. The Group queried if people might be a bit fearful of being in a crowded place. Kirsty explained that we will try to have a good flow, so that does not happen, and we will have masks available if they are needed.

Date of next meeting
(Hybrid)
6th September 2023
4 – 5pm