



Grove House Partnership

Patient Group Meeting: 11th October 2023 Hybrid

Attendees:

Alan Smith (PPG)
Sharon Hearty (PPG)
Diane Mercer (PPG)
Dave Colleavy (PPG)
Joanne Cripps (BM)
Kirsty Kendrick (POM)

Nancy Alexandra (PPG)
Anne Findlow (PPG)
David Jameson
Jack Yeomans (RM)
Sharon Williams (Admin)

1: Apologies:

Syd Broxton (PPG)
John Timms (PPG)
Dan Benatan (PPG)
Norma Sherwin (PPG)
Ted Rawlinson (PPG)
Terence Watkinson (PPG)

Tony Hayes (PPG)
Julie Knight (PPG)
Caroline Nesbitt
John Martin (PPG)
Roy Brown (PPG)
Deb Kelly (PPG)

Alan chaired the meeting in Syd's absence.

2: Actions from previous meeting

Access and protecting continuous care – Dr Manesso will attend the November meeting, via zoom, to join in the discussion around access and protecting continuous care.

Access to records – The Practice went live on 04.10.2023, we have had a few glitches as some people can see their records and some cannot. We are waiting for a response from EMIS, we hope to get answer as soon and then we can inform the Group.

Foyer display – Has been updated and we have two new GPs joined the Practice:

- Dr Parsons who will be in the Practice Wednesday, Thursday and Friday's
- Dr Palit who will be in the Practice Monday, Wednesday and Thursday's

Plasma – We are looking to do some updates with the plasma and how the announcement settings will work.

Action: To turn on announcements to trial (KK/JY)

Minutes signed off and agreed to be a true record.

3: Open Day Update

The planned open day for September was cancelled due to the services being unavailable to attend apart from one, from Halton Carer's centre, who did still come in for a short while.

We are planning another for Tuesday 24th October, all the services were interested, but they had prior engagements in September.

Post Meeting Note: Halton Carer's, Age UK and John Timms came in for the open day. It went very well and the arrangement in the waiting room worked a lot better than previously. We will hold another open day on Tuesday 21st.November.

4: iPads / NHS App & Website

We were hoping to have some Group members come in on the open days to show patients the NHS app and how it works. We are unable to show patients how to register with the app due to security and ID checks, but they could be directed to Reception who could help them with this stage. We could also look to show patients our website and what is available especially online services.

It was discussed that the Group could have a PowerPoint presentation which could be used to show patients. There are also some YouTube videos that could be used along with the other information.

Action: SW to design a presentation around the NHS App.

We do have a leaflet in Reception which patients can be given when they enquire about the NHS app. We are trying to push all online access through the app as this is what is preferred by NHSE. The only complicated part to register for the app, is that they need some form of photo ID, but the Practice is here to support patients with it. We do have ambassadors within Reception, who we could have available on the day.

Action: Look at other forms of identification if a person does not have photo ID (KK/JY)

Sharon Hearty is only available on a Monday to take part, we look to arrange this in the near future.

The Group could also show patients how to use PATCHS and they are able to help patients to sign up for this, while they are with them. The Group discussed that one main area would be to help patients to be able to order their prescriptions online, as this is something that could help the Practice and it has many benefits for patients, such as it is a much faster process.

Post meeting Note: The iPads needed to be logged with the IT department due to technical issues, as soon as the problems are resolved we will look to arrange some training.

5: Patient Comment Box:

No comments in the box.

Items coming through via our patient comments email:

Reports and Forms – We are having a lot of reports and forms handed in and patients are requesting them back urgently. It appears that they do not understand that this is not NHS work, it is completed in the GPs own time, and they are chargeable. We have issues around the charges and patients understanding the process.

We are looking to update the Reports and forms leaflet, so we can give patients something to refer to. The set charges for this service were discussed and this can depend on what has been requested. People are used to the NHS being free, so it is trying to get the understanding across that reports and forms are not a part of the NHS work and that it is private work.

Please below information for fees and charges:

Item	Charge (Prices in line with Medeconomics guidance)
<u>Certificates, Forms and Letters (no examination required):</u>	
• Private sick note	£40
• Healthcare student application	£30
• Fitness to travel letter/certificate	£40
• Private medical insurance claim form/proforma	£50
• Sickness/accident insurance form/proforma	£50
• Holiday cancellation certificate	£50
• Benefits/housing letter/form	£50
• "To whom it may concern" letter	£50
• DNA testing	£60 per ½ hour
<u>Medical Examinations and Reports</u> <i>Please note that the fees for examinations and reports are generally dependent on the time taken for the doctor to complete them. The following fees are therefore only a guideline and may vary in practice:</i>	
• Providing a detailed opinion and/or statement on the condition of a patient - no examination required	£120
• Employment/sports medical (incl. HGV, taxi licence)	£130
• Comprehensive examination and/or report (incl. support for benefit claim under accident/sickness insurance)	£130

Actions:

- Update Reports and forms leaflet (SW)
- Send out information in a text message (SW)
- Add into the next Newsletter and promote on social media (SW)

Prescription Queries – We are trying to bat some of these comments back and we have explained that we will deal with the request on the one occasion, but then we ask that they try the other methods available. We have noticed that it has got better since doing this.

We have also had appointments requests come through via patient comments and we need to make it clear that it is not a safe method to use. The mailbox is not monitored 24/7, we send across the correct ways that they are able to make appointments. All these choices are available to view on our website:

[How to make an appointment - Grove House Practice](#)

6: AOB:

Samples – The Group discussed that patients have to wait in a long queue, to pass the Receptionist the sample, for them to put it in the box at the side. It was asked if there was an easier method for the patient to put it in a box themselves. It was explained that this is not

possible as we have to ensure that each patient's sample has their details on (name and DOB), we may need for it to be linked up to a PATCHS request also and they go onto the Nurses template to be dipped. We have had patients bring in samples and they have not written any details on it, which means that the sample has had to be discarded, so we need to check all is correct and ensure patients get the treatment they need.

Covid – The Practice did start doing covid vaccinations in October, we have clinics on throughout the week, but they are booking up quickly. Originally patients were being informed that the Practice was not doing them, but this was incorrect information, and we apologise for this.

Prostate cancer checks - Alan had requested this to be added to the agenda as he would like to bring awareness and look to do this on one of our open days. He felt that a lot of men will not do the checks and they believe it is a physical check, but it is a simple blood test that does show raised levels.

Action:

- Dr Thomas is the Cancer Lead across Halton and the MacMillan Cancer Lead. Kirsty will have a word with her and see what we can do to promote awareness and the checks,
- To add information into the October Newsletter.
- Promote on social media.
- Promote during an open day.

Date of next meeting
(Hybrid)
8th November 2023
1 – 2pm