



# Grove House Partnership

## Patient Group Meeting: 6<sup>th</sup> March 2024 Hybrid

### Attendees:

Syd Broxton (PPG)  
Alan Smith (PPG)  
Diane Mercer (PPG)  
Dan Benatan (PPG)  
Kirsty Kendrick (POM)

Nancy Alexander (PPG)  
Julie Knight (PPG)  
Dave Colleavy (PPG)  
Caroline Nesbitt (PPG)  
Sharon Williams (Admin)

### 1: Apologies:

John Timms (PPG)  
John Pitt (PPG)  
Norma Sherwin (PPG)  
Sharon Hearty (PPG)  
Joanne Cripps (BM)  
Jack Yeomans (RM)

Tony Hayes (PPG)  
David Jameson (PPG)  
Deb Kelly (PPG)  
Anne Findlow (PPG)  
Sharon Snape (TL)

### 2: Actions from previous meeting

**Defibrillator** – David had been informed that, due to there is a defibrillator outside of the Brindley Theatre, this means that we are not able to get one for outside of St Paul's Health Centre.

**Patient Drop-in Sessions** – The Meet the Management sessions have been paused for now, due to Joanne being away from the Practice, but we are looking to restart them in the near future. Diane felt that the session, which she and the other Group members attended and helped with, went really well. Joanne has fed back information to the patients who both her and the Group spoke to during that session. Dave explained that he came in for the following session, on 14<sup>th</sup> February, not knowing it had been cancelled. He explained that patients who came down for the session, were disappointed and felt that the Practice should have informed people better of the cancellation.

Kirsty and Sharon explained that it was a last-minute decision to cancel the session, due to Manager having to go home unwell. We had done most of our advertising for the sessions via social media, so we put a post out to try and catch attention in the fastest way possible. If we had sent a text message out to all, it may not have reached all recipients in time, but we also had Reception staff informing anyone who came for the session, that it had been cancelled. A text message was sent out to apologise for any inconvenience it may have cause cancelling the session at such short notice.

**PATCHS** – Some of the Group noted that PATCHS appeared to have gone down last week. It was explained that PATCHS will close once we have reached capacity for that day, but patients are still able to call Reception if there is an urgent need and any requests would then go to the Duty GP. The Practice is currently looking at the PATCHS capacity, but it can be hard to set this, as it can depend on the day of the week as to how many urgent requests come through and also how many Clinicians we have in each day.

Patients do seem to be happy with how the new call back system is working, we have had a lot of positive feedback from this. We are trying to train Reception not to inform patients to call

back the next day for appointments and rather, take the information for the Duty GP and allow them to decide the best action to take. Jack is working on this with the Team, so all are on the same page with regards to what patients are being told.

**Self-Check-in Screen** – The Group discussed the lack of privacy when using the self-check-in screen and that in its current position, people stand over you and are watching when you are putting in your information. It was felt that it can also create queues by the front of Reception.

**Action: Kirsty will speak with IT, as she is unsure about how easy it is to actually move the screen and where else it could actually go. It was also discussed that the clock on it is 5 minutes fast, so Kirsty will also look into this.**

### **3: Open Days and Laptops**

From what we now know, the iPads are completely unusable, but we do have a couple of laptops which the Group could use. It would mean that they cannot show patients how to use the NHS app on these, but they can still give patient information on how to use PATCHS and there are links we could use which will show patients how to use the NHS app. Sharon had prepared some leaflets on using PATCHS and the NHS app, which could also support in helping patients to access both in their own time.

The next open days are planned in for Tuesday 26<sup>th</sup> March and Tuesday 16<sup>th</sup> April, these will be advertised prior to each one, informing patients which services will be coming into the Practice.

**Post Meeting note:** Both days ran well, but the one on 16<sup>th</sup> April was more successful as a text message was sent out to patients informing them of the Open day, this led to patients coming to the surgery specifically to speak to Paula, from Active Halton. This method of promotion will be used each time in the future, as it proved more successful than in the newsletter and promotion on social media.

### **4: Meeting times:**

The Group discussed the times of the meeting and due to some members only being able to attend at certain times, it was agreed to alternate the time each month between 1-2pm and 4-5pm. The next meeting date was also agreed to take place on Wednesday 24<sup>th</sup> April, due to the Easter holidays, then to miss out the May meeting.

### **New Meeting Schedule 2024:**

Wednesday 24<sup>th</sup> April 2024 **4-5pm**

Wednesday 5<sup>th</sup> June 2024 **1-2pm**

Wednesday 3<sup>rd</sup> July 2024 **4-5pm**

### **No Meeting during August**

Wednesday 4<sup>th</sup> September 2024 **1-2pm**

Wednesday 2<sup>nd</sup> October 2024 **4-5pm**

Wednesday 6<sup>th</sup> November 2024 **1-2pm**

Wednesday 4<sup>th</sup> December 2024 **4-5pm**

## **5: Patient Comments Online / Box:**

We have had a lot of positive comments around the cervical screening clinics. Nicola, our Nurse Associate, was tasked at getting the figures up for this and she has done an excellent job. She has worked overtime to run an extra clinic and advertised them well. So many have said how good Nicola's approach is to people and that they felt comfortable and at ease with her.

The Group asked about the role of a Nurse Associate. This role that is one more step up to becoming a Nurse and she is able to do things such as smears and immunisations.

## **7: AOB:**

- **Parking at Heath Surgery** – Alan sent in the below information:

*Parking at the Heath surgery. I had an appointment one evening and parked in a parking space. There were no lights covering the steps or entrance pathway and generally there was little or no lighting in the area partially due to trees masking the streetlight. On returning to the car the route can be quite perilous given no lighting and backing out due to the position of the trees is extremely difficult again due to the illumination issues.*

Alan explained that the number of overgrown trees and bushes are affecting the lighting around the surgery. This is not the best, as a lot of appointments for GP Extra are during the evening, when the lighting is needed. It was discussed that there has been a debate on who is responsible for this and who owns the land, as the people who own the garages also have right of way to the area. The Group felt that it would be helpful to contact the local Councillors for the Heath area, to try and get a concrete answer.

**Post Meeting note:** Alan contacted John Abbott, local Councillor for the Grange ward and eventually, through this we have received the below response from Paul Boardman Environment Services Manager:

*Our Trees and Woodlands Officer has been to site this morning and identified some minor remedial works to the larger trees in the open space adjacent to the surgery. This will include the removal of deadwood. The works have been issued to our Arboriculture team but will be subject to confirmation of a completion date. Such schedules can be subject to change or delay at short notice, but I would expect that date to be within the next couple of months.*

*The officer has also identified work to the shrubs and smaller self-seeded trees (those which are overhanging the kerb) which will be completed by our Streetscene team; the work request has been issued to their manager and will be picked up upon his return from annual leave next week.*

- **Loneliness and Wellbeing of Patients** – Diane wished to raise the point of the loneliness and Wellbeing of Patients who live alone and have no one to help them, who slip through the net. The Group queried if the Practice, check in on elderly patients who have not contacted the us within a 12-month period or if they have missed a few appointments.

Kirsty explained that there is a free service, who take data from a Practice, and they provide us with a score. The outcome would be that it would let us know who our most

vulnerable patients are and then we could arrange a visit to go and check in on them. The company would have access to our clinical system, and they are trying to roll this out across Halton.

**Action: This could be something that our Partners would like as part of new innovations within the Practice. Sharon will speak with Dr Allen as she would be very interested in this area.**

- Referral to receive an NHS Community Pharmacist Minor Illness Service by your GP Surgery – Diane wished to raise this, as she had been referred to the Pharmacist in Grangeway (Well Pharmacy), when she went, she was informed that she needed a spray. They recommended piratize and was told that it would cost £15.30, but she would have got this for free on prescription with her GP.

**Action: Kirsty will look into this as we have raised a complaint against Well Pharmacy due to other ongoing issues, we have with them. It has been reported back to Medicines Management as patients cannot access medication or are being told the Pharmacy does not have it.**

**Date of next meeting**  
**(Hybrid)**  
**24<sup>th</sup> April 2024**  
**4 – 5pm**

**Meeting Schedule 2024:**

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