



# Grove House Partnership

## **Patient Group Meeting 15<sup>th</sup> January 2025 Hybrid**

### **Attendees:**

Alan Smith (PPG)  
Diane Mercer (PPG)  
Dan Benatan (PPG)  
Joanne Cripps (BM)  
Kirsty Kendrick (POM)  
Jack Yeomans (RM)

Nancy Alexander (PPG)  
John Timms (PPG)  
Caroline Nesbitt (PPG)  
Joanne Cripps (BM)  
Sharon Williams (Admin)

### **1: Apologies:**

Sharon Hearty (PPG)  
Syd Broxton (PPG)  
Dave Colleavy (PPG)  
Julie Knight (PPG)  
David Jameson (PPG)  
Anne Southworth  
Terri Keam (SR)

Anne Findlow (PPG)  
John Pitt (PPG)  
Norma Sherwin (PPG)  
Tony Hayes (PPG)  
Deb Kelly (PPG)  
Sharon Snape (TL)

### **2: Actions from previous meeting**

**Healthwatch Survey** – We are unsure when these results will become available, but we have shared the link via social media and will bring the results to the Group, once we have them. Healthwatch Halton will be coming into the Practice on the 17<sup>th</sup> of February, to do a meet and greet with patients.

**Action: Review this at the next meeting to see if any updates.**

**NHS App** – There has been no progress with this matter, Diane will meet with Age UK again at the end of February, but they do not seem to be getting anywhere. This is a national problem that the Group and the Practice are trying to support. Joanne suggested that we move away from using a test patient and focus more on helping patients through the initial steps of using the app and how they can download it.

It was suggested that if patients would like to speak somewhere more private, then they could be taken to the bench near Room J. We could also ensure that we do such an event when our NHS app Ambassadors, Mark and Katy, are available to help. Dan suggested that we could put a notice, by the prescription box in the foyer, stating 'Do you know that you can do this at home via the NHS app'.

It was felt that we need to promote the benefits of it. Joanne explained that currently 59% of our patient population is using the app, even if we can only nudge this figure up slightly, it may make a difference for the patient and the Practice. It was felt that if we explain it is not complicated and that it can help people to order their repeat medication and check their booked appointments, they may see the benefits of it.

### **Actions:**

- 1) Complete a training session with Group members who would be interested in helping patients with the app. Sharon will arrange this.**

- 2) Sharon will contact the Heath Coffee sessions, with help from John regarding contacts and see if we could hold an event there to help those who would like help with the app.
- 3) Look to highlight the NHS app within the foyer area where the prescription box is.
- 4) Bring current figures for patients using the app.

**PPG Plus Meetings** – The Group enquired about the PPG Plus meetings as we have had no correspondence from them regarding recent meetings.

**Action: Sharon will see if she can find any information about when the next meeting will be held.**

*Post meeting note: Response received and email invite for next meeting sent to the Group members.*

### **3: Business Plan 2025:**

Joanne shared the Practice Business Plan with the Group, which included:

- Process of strategy preparation and Development
- Review 2023
- Vision – review of 2024
- 5-year plan
- 2024 key areas of focus
  - Access & Patient Service
  - Technology
  - Staff Resources
  - Finance
- Action plan

As part of this, the physical estate was discussed and how we are struggling for room space due to increased roles. St Paul's building is shared, and we have very recently paid approx. £90,000 to replace the boilers. This is all at the cost of the Practice and with no contribution from NHSE. We want to be modern and accessible, but it all comes at a cost that we have to cover. The press has mentioned some Practices are closing due to the fact that they cannot keep up with costs. We need to balance it as a business. NHS care may be free, but we are contracted by the NHS, we have to run as a business.

Our key area for 2025 is patient access, at are looking at the use of the RAG (red, amber and green) system when GPs to triage. This helps the GPs to rate requests as they come in and manage them, so that the patients are being dealt with in the correct time frame. We also want to focus on patient education around self-care, Pharmacy First and look at efficient level activity, and maximise the wastage of DNAs (did not attends), this needs to be consistent and efficient as possible for patients.

As part of the key areas and technology, we want to remove the word PATCHS and replace this with Online Consultations, which is more patient friendly terminology. We also have the Federation leading on social media, they feed information in automatically to all 6 Practices in Runcorn.

So far, we have no date for CQC to come in, Dr Lulu Brown is our Registered Manager with CQC.

#### **4: Triage of Signage:**

Dan, Diane and Nancy, had met with Practice staff prior to this this meeting to finish off stage 1 of the triage, but they do still have the plasma to go through. The next stage is to complete a card set, where we will end up with a card for each element, that can be placed on a table and put into relevant piles. We can use the Group to help with this stage and Reception team members. We should end up with information in clusters that targets the correct audience.

**Action: Review at the next meeting.**

#### **4: Open Days:**

As discussed earlier in the minutes, we will aim to have a session at the Heath Business Park, the Group would be happy to do this around April/May time.

**December meeting:** It was discussed about changing the time of this meeting to 1-2pm, so we could have a Christmas lunch with the Group and look to also invite some vulnerable patients in and perhaps some local services who could support. The Group agreed that this seems like a good idea, so we will plan this in, closer to December.

#### **6: Newsletter section for January:**

Add in NHS app information and that we will be holding an event will be coming soon.

#### **7: AOB:**

Clean Up Halton – Alan wished to discuss the litter that was all around the outside of the building and that there did used to be a bin by the building. Joanne explained that our Caretaker is currently off, but she will check with Tower House, before she contacts the Council regarding this, as last time there was a bin there, it attracted rats due to what was being left the bin.

Prescriptions – It was discussed in Clinical Governance, that when patient orders repeat medication via the NHS app, there is currently a comments area, so patients can use this to inform the GP of anything connected to their prescription request. This box is being used by patients to submit clinical information, which is not appropriate use, on average 1 in 7 requests have a message in that is not regarding their prescription. This then makes the whole process longer as the GP must then go into the patient records to investigate the matter further.

We can remove this section, but we want to know how the Group would feel about the comments area not being there and do they think it would affect patients:

PPG Main Points:

- It was felt that it will create issues when a patient needs to request extra medication when going on holiday.
- It is good to have, if you need to inform doctor that need alternative dosage, alternative medication or any other medication queries.
- If the option is removed, going through online consultations, would make it more long winded and it would possibly waste time of Reception / Clinician
- It was asked if we make the message clearer to state no messages unless prescription related.
- It was agreed to look at doing some communications to educate patients not to use inappropriately.

**Action: Review at the next meeting.**

**Date of next meeting**  
**(Hybrid)**  
**Wednesday 5<sup>th</sup> February 2025**  
**1 – 2pm**

**Meeting Schedule 2025:**

Wednesday 5<sup>th</sup> March **4-5pm**

Wednesday 2<sup>nd</sup> April **1-2pm**

Wednesday 7<sup>th</sup> May **4-5pm**

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

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

**NO MEETING DURING AUGUST**

Wednesday 3<sup>rd</sup> September **1-2pm**

Wednesday 1<sup>st</sup> October **4-5pm**

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

Wednesday 3<sup>rd</sup> December **1-2pm (Christmas (Lunch))**