



Grove House Partnership

Patient Group Meeting 4th December 2024 Hybrid

Attendees:

Alan Smith (PPG)
Diane Mercer (PPG)
Syd Broxton (PPG)
Dan Benatan (PPG)
Anne Southworth
Kirsty Kendrick (POM)
Jack Yeomans (RM)

Nancy Alexander (PPG)
John Timms (PPG)
David Jameson (PPG)
Caroline Nesbitt (PPG)
Norma Sherwin (PPG)
Sharon Williams (Admin)

1: Apologies:

Sharon Hearty (PPG)
Dave Colleavy (PPG)
Julie Knight (PPG)
Joanne Cripps (BM)
Terri Keam (SR)

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

2: Actions from previous meeting

Alan, wished to remind the Group of the terms and conditions of the Group policy, and not to discuss personal issues within the meeting, as these should go directly to the Practice. Caroline felt that if it is an issue which affects the Group then issues should be discussed, Alan agreed that they can be discussed if it is needed and relevant.

Tests – Due to Caroline not being present at the previous meeting, she wished to clarify that what she was asking about was not a test, it was a scan or x-ray. It was explained that they also fall under the category of tests within the Practice, and that this discussion has made us look at the area of tests and the processes we have in place.

We are aware that the process may not be clear for patients, and they may not be sure what to do if they do not hear from us regarding a test. Dr Brown has discussed it with the other GPs in a Practice meeting, in turn, Jack has now made sure that the tests leaflets will be given to patients, which explains the process the patient should follow. All clinical rooms will have the leaflets available for Clinicians to give to patients when tests are ordered. We are working on this as a Practice, and we do want to get it right.

Healthwatch Survey – This is a national survey, and all feedback will go straight to the NHSE. It is around access, is open to all patients and allows you to share your personal experiences of using GP services in the past 12 months. We will be sharing the link with our patients via our normal methods.

Pharmacy issues – The Group expressed their concerns around Pharmacies, now that Boots Pharmacy within Hallwood health center has also closed, leaving just one Boots Pharmacy now in the Shopping city. This is leaving the Pharmacies with many pressures for both them and patients trying to get their medication. Alan has spoken to Peak Pharmacy, and they are managing to keep to 14 days now, for repeat medication to be dispensed.

Syd asked if a Pharmacy has the authority to change what a GP has prescribed. It was explained that no, the Pharmacies are not able to do that, if they need an alternative, a prescription should be returned to the GP, so they can change it for the patient.

NHS App – So far, we have not found a way to have a mock patient, for the Group to use for promoting the app and to show patients how to register for it. Dan explained that he has spoken to Age UK as they are looking into the same thing with NHSE, he feels that NHSE should be able to provide the Practice with what they need. Sharon felt that the Group could just hold a meet and greet session, where they can support patients with the app, and look to get Age UK in at the same time. The Group agreed that they are willing to help promote the app and help patients the best they can.

Triage of Signage – Dan met with members of the Practice to discuss the triage of signage that he had been working on. He felt that it was a very productive meeting, and they managed to get halfway through the spreadsheet that he had produced. Jack asked Dan, Diane and Nancy to stay behind after this meeting, so that they can arrange a suitable time for them to meet again, to complete the process.

3: Exit Survey:

The Group were happy with the exit survey, which we had previously used. Jack will start to send these out with a forwarding address to Alan, as the Chairperson of the Group.

4: Friends and Family Test Figures:

The Group were all happy with the information given at the previous meeting but would like to have it reviewed every few months.

Action: Figures and comments to be reviewed again meeting in February.

8: Newsletter section for December:

November – Kirsty discussed that with winter pressures, our demand had increased. Jack has looked into our DNA rate and for September alone, 50-60 GP appointments were DNA'd (Did not attend). We need to stress the importance of cancelling an appointment if it is not needed, as we can give that to someone else who needs it. With such a demand on GP appointments, it is now more important than ever, we need to encourage patients to cancel an appointment, preferably at least 1 hour before their appointment time. This allows us the time to reallocate to another patient.

Dan will draft a section around this for the newsletter and forward to Sharon.

Post Meeting Note: Dan's section was added into the December newsletter and can be used on social media in the New Year:

GP Appointments Wasted

As your representatives with the Practice, we want you to get the best possible care.

No one wants to be the cause of someone missing out on medical attention they need, but it still happens.

Whenever a patient books an appointment and doesn't attend, that's an opportunity missed for another patient.

We know your circumstances change, that's life. If you cancel at least an hour before your appointment, that appointment can be offered to someone else who needs it.

If you can't make your appointment, just call (insert cancellation number).

9: AOB:

No other business to discuss.

Date of next meeting
(Hybrid)
Wednesday 8th January 2025
1 – 2pm

Meeting Schedule 2025:

Wednesday 5th February 1-2pm

Wednesday 5th March 4-5pm

Wednesday 2nd April 1-2pm

Wednesday 7th May 4-5pm

Wednesday 4th June 1-2pm

Wednesday 2nd July 4-5pm

NO MEETING DURING AUGUST

Wednesday 3rd September 1-2pm

Wednesday 1st October 4-5pm

Wednesday 5th November 1-2pm

Wednesday 3rd December 4-5pm