



Grove House Partnership

Patient Group Meeting 2nd April 2025 Hybrid

Attendees:

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

Nancy Alexander (PPG)
Norma Sherwin (PPG)
John Pitt (PPG)
Anne Southworth (PPG)
Jack Yeomans (RM)
Sharon Williams (Admin)

1: Apologies:

John Timms (PPG)
David Jameson (PPG)
Julie Knight (PPG)
Joanne Cripps (BM)
Sharon Snape (TL)

Sharon Hearty (PPG)
Anne Findlow (PPG)
Caroline Nesbitt (PPG)
Tony Hayes (PPG)
Deb Kelly (PPG)

2: Digital Optimisation Training and Upskilling

Kiran Sahu joined the meeting to speak about his role and inform the group about his work on the NHS app. He explained that all other Practices are having the same issue, with the app, when wanting to show patients how to use it and having no dummy patient to use. Kiran explained that there have been some issues around patients signing up for the app, but the figures of people using are rising with a current uptake of around 55%.

The group explained they are want to help to get people signed up, but it is the confidentiality issue and not having the dummy patient that is preventing them from doing so. Kiran explained that he will show people how to get into the app and run through what they need to do to access it. Dan has been working with Age UK, to help people with the app, but the biometrics is causing a lot of obstacles. He explained that we are bound by confidentiality and this gives the group boundaries as to what they can show someone.

Alan explained that the library hold sessions showing people how to use the app, so he questions how do they get around the confidentiality issue. Kiran will look into this and see what they do. The group felt that showing people videos is not as effective as showing someone step by step and that is may appear difficult, for some age groups, just to get started with the app. If they had a way to show these people, it could get many more using it, as it is easy once everything is set up. Kiran will feedback the groups issues, he explained that he has very little powers in this issue, but he will ensure the groups concerns are looked into.

Dan mentioned that he had been trying to help a lady get on the NHS app, but she had no ID for the biometrics. He felt that it might be useful to have an email address / hotline for patients to use when they need to know what to do if they have no ID. Kirsty explained that they would normally have to come into practice with some forms of identity such as bills, bank statements, as the person on Reception needs to vouch for their identity.

3: Actions from previous meeting

Results of tests – Anne wished to mention that it would be helpful to patients, if when test results are posted in the NHS app, could a note from a GP be placed with them. She explained that the way the results are displayed showing the range, patients do not understand whether their test results are good or bad based on the range, A comment from the GP next to the results just to say, these are normal would be helpful. The Group agreed with this, as patients just want to know if the tests are normal and if everything is ok.

The Group also discussed that, if the tests are normal, but need to be monitored every 12 months, then could the patient be told this in a comment section too, as Anne was unaware that her bloods needed to be monitored. Diane mentioned that if you go through PATCHS (online consultations) then you can see comments there from the GP, saying if they are normal or abnormal. Kirsty explained that PATCHS will now be available all day, it has been switched on to reflect this, as it has to be available during our core opening hours. It will only switch off if we have capacity issues, such as a GP calling in unwell.

4: Review Code of Conduct

Kirsty explained that now we have new members to the Group, we need to review the guidance for members and the etiquette towards each other, and to ensure all are happy with the Code of Conduct. Kirsty went through the main points of the Code of Conduct and discussed confidentiality with email addresses of group members. These email addresses should only be used for PPG information.

If anyone has any personal issues that they need to discuss, then they can speak to Kirsty or Jack after the meeting. We ask that no one responds to any media, The Practice will use the MDU, to support with media responses. The Group agreed that if anyone was approached then they would discuss it as a Group.

Kirsty discussed points 4 and 5:

- Treat others within the Patient Group with equality, respect, trust and consideration at all times.
- Listen to and respect the views of all members of the Patient Group.

As a group everyone does have an opinion, people need to feel valued and even though we might not always be in agreement, we need to be respectful, so that someone does not feel aimed at. Alan felt that everyone makes valuable points and that we need to understand everyone's point of view, it is about give and take. Kirsty asked if anyone would like to have anything added to the Code of Conduct, and having new members it is good to review the policy. Kirsty will make a few tweaks then everyone can sign a copy again.

Kirsty wished to thank Dan, for all his expertise and the work he has completed around the signage in the Practice. She explained that as a Group, we do want to go forward and if anyone else would like to take the lead with any projects, we can look at doing so. As a Practice, we do appreciate the work that each member puts into the Group and that all members volunteer to attend the meetings in their own time. The work that Dan is doing will be very good for the Practice and for our CQC inspections. We are judged by the recent national survey also, and this has improved, but we need the Groups voice and patient feedback, it is very valuable and we want it to continue.

5: PPG Plus Review

Lorna Plumpton contacted Alan as they have been having problems trying to find a venue to hold the PPG Plus meetings, that let them use the space free of charge. He is trying to find somewhere for her to hold future meetings, so if anyone knows of anywhere could they please let Alan know.

Alan will let anyone know if he has any information regarding future dates of PPG Plus meetings. The Group suggested having meetings via zoom, but as Lorna does not have a base, it will depend on if the venues allow her to have internet use and this is not always possible. The room would need to hold up to 30 people, free of charge, with internet access if possible.

Alan also wished to discuss NAPP ([National Association for Patient Participation](#)), it is voluntary and it costs £80 to join, but you get access to lots of advice and there is a forum where you can discuss things with other PPG members. Lorna did mention that her Practice pays for members to join. Kirsty has spoken to Joanne about this and would like to present the benefits of it to the Partners at their next meeting, so hopefully she will have an answer for the Group in May.

Action: To discuss at next meeting once Kirsty has presented to the Partners.

6: Newsletter Section:

Anne has offered to do a section for an upcoming newsletter around the Community Transport, she confirmed that they have given her permission to do so and hopefully this will help to promote the service to patients. Any other group members interested in sharing views on something, could write up a piece that could go into future issues of the newsletter.

Diane mentioned that she had recent bloods taken by a GPA and she was interested in how she got started in the role.

Actions:

- 1) Invite a GPA to the next meeting.**
- 2) Look to revisit putting information about each role into the newsletters'**

Post meeting note: Jack had spoken to staff and felt it would be good if we spoke to a person in each role and get their perspective on what their job entails. Sharon will start with the Care Navigators for the next newsletter.

7: AOB:

None to discuss.

Date of next meeting
(Hybrid)
Wednesday 7th May 2025
1 – 2pm

Meeting Schedule 2025:

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 **1-2pm (Christmas (Lunch))**