



# Grove House Partnership

## **Patient Group Meeting 4<sup>th</sup> September 2024 Hybrid**

### **Attendees:**

Alan Smith (PPG)  
Diane Mercer (PPG)  
Syd Broxton (PPG)  
Dan Benatan (PPG)  
John Timms (PPG)  
Kirsty Kendrick (POM)  
Jack Yeomans (RM)  
Terri Keam (SR)

Nancy Alexander (PPG)  
Julie Knight (PPG)  
Dave Colleavy (PPG)  
Norma Sherwin (PPG)  
David Jameson (PPG)  
Caroline Nesbitt (PPG)  
Sharon Williams (Admin)

### **1: Apologies:**

Sharon Hearty (PPG)  
John Pitt (PPG)  
Joanne Cripps (BM)  
Anne Findlow (PPG)

Tony Hayes (PPG)  
Deb Kelly (PPG)  
Sharon Snape (TL)

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

**Patient Group Pack** – Sharon handed out the packs, which had been discussed at previous meetings. The pack is for every member and currently contains:

- PPG Policy
- PPG Confidentiality and declaration agreement
- Code of conduct
- PPG information leaflet

The Group may add in anything else that they feel is relevant.

**New patients** – Syd had concerns about how many new patients the Practice take on each month, but this is balanced out by the number of patients that leave the Practice, such as moving out of area or moving home. We have not seen any sharp influx in the rise of our patient list, it is a steady peak. We do analyse these figures each month.

**Action: Bring some figures to the meeting in October.**

### **3: Google Reviews:**

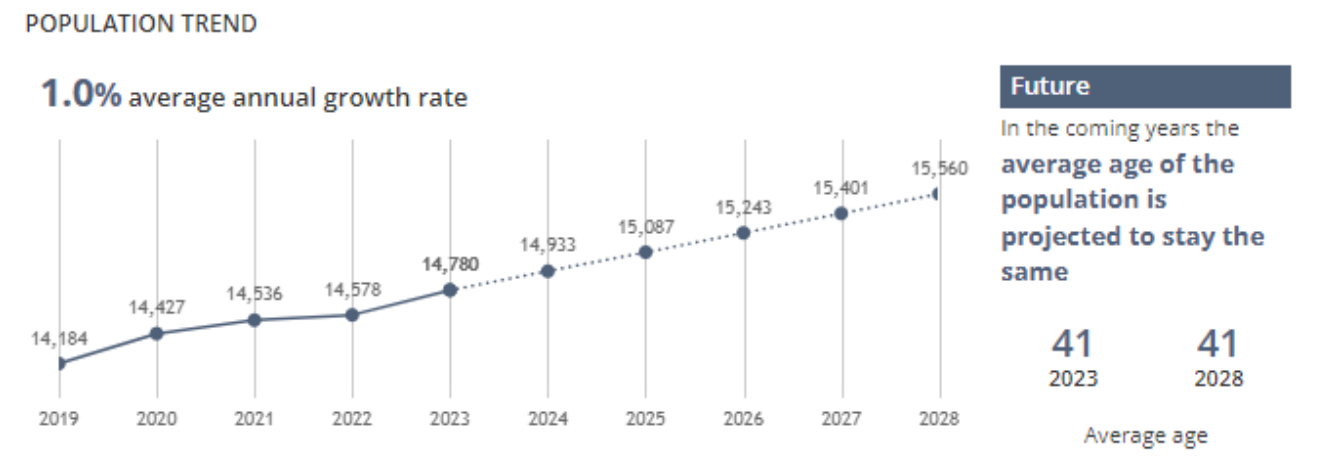
Last month it was discussed how we can look to improve the reviews that are submitted via Google and bring back this month to discuss. We have worked on this area in NHS choices, by sending a link to anyone who have positive reviews, and this has really improved those reviews. We are considering doing the same thing for Google, the only negative that we can see is that patients must log into their account to leave a review. It was felt that this is will be a skewed result as we are intentionally sending to people who are saying positive things, but we feel that most are most, are likely, to leave a negative review than a positive, so we think it will just balance it out more.

The Group had concerns about the response in Google, being a standardised response, not based on the individual basis and that some should be dealt with as a complaint and

investigated. We should then, look to comment on Google to say that the situation has been dealt with and resolved. These also need to be recorded and monitored.

**Action: To look at what responses we are giving and monitor them. We can also show the results of this to the Group each month.**

The below shows our current population trend and the breakdown of our population, in age groups and there is a high proportion in the age bracket that would use Google:



<b>Children and Young People</b> 0-17yr	Infants & Neonates (0-12 mth)	95	<b>19%</b> 2,785
	Toddlers (1-3 yr)	396	
	Children (4-10 yr)	1,121	
	Adolescents (11-17 yr)	1,173	
<b>Working Age Adults</b> 18-64yr	Young adults (18-44 yr)	5,287	<b>63%</b> 9,222
	Middle aged (45-64 yr)	3,935	
<b>Older People</b> 65+yr	65-79	2,146	<b>19%</b> 2,742
	80-89	499	
	90+	97	

Ages are estimated using the year-of-birth

#### **4: NHS App:**

Jack displayed for the Group, the NHS App and took them through how to log into it, use the NHS App and what you can do within it. Some members of the Group particularly wanted to see how to order prescriptions and what use the app is to them. Ordering prescriptions via the app is so much easier for patients and the Practice, as when ordering prescriptions, it goes straight to the GP to be issued, bypassing the script box and the script clerk, it is then sent directly to the patients chosen Pharmacy for collection.

There is a link in the app that sends you directly to PATCHS to submit your request. It was discussed that PATCHS does not work over the weekend, it will only be available during hours that the Practice is open, this is in case any request is an emergency, and we would not see it until Monday. Over the weekend GP Extra is available or NHS 111.

PATCHS will be turned off once we have reached capacity for the day, this is how we manage the influx of requests, but Reception is still available to take calls and for patients to walk in, but they may signpost you to a different service.

We do have a leaflet that explains how to get and use the NHS app. We also have NHS App ambassadors within the Practice, Mark and Katy, who will help any patients who are struggling to access and use the app.

**Action: To have Mark get in to get in touch with Dan as he is trying to become an NHS app ambassador and to promote the leaflet that we have, send a text message out to patients with the link.**

We could do an event with Age Concern and invite patients to come down to get help with the app. They could bring their devices and we could help them with any problems that they are having.

## **5: DNA's:**

We have started to implement our DNA process, one of Receptionists, Tina, has taken the lead on this. She will run the search each week to see who did not attend the week before and will keep a list. The first DNA, she will send out is quite a soft letter, stating that a patient has missed their appointment. The second letter is sterner, stating if this continues you may be removed from the list and the third one, would be to inform you that you will be removed from the list.

We do have a lot of safety netting around it, so she would not send it to anyone with mental illness, dementia etc. If she is unsure, she will check with the GP and the GP would check the records. Tina has so far sent 51 first warnings and 1 second warning, we are reviewing as we go. We are getting a lot of negative feedback such as, I could not attend as I went to another appointment instead and they do not like to receive the letter like this from us. We do have a dedicated line so patients can cancel in time.

**Action: Look to put into next newsletter, but perhaps in words from the Patient Group.**

## **6: Goals for coming year:**

The Group have chosen to set the following Goals for the coming year:

- 1) The NHS app and trying to get as many patients as possible to use this, especially for prescriptions.

**Action: Jack can get some data for the next meeting to show how many patients are set up to use it.**

- 2) Section in Newsletter each month and at each meeting the Group can discuss what they want to go into the following months newsletter. We could state, where relevant that this is agreed and endorsed by the Patient Group, to let patients know that they are aware of it and approve of it.

The Group mentioned that some are not able to read the newsletter, from the link we send out in text messages, due to size of the text. Dan explained that the web page should be reformatted so that it adjusts for a phone.

**Action: Sharon will speak to the website providers to see if this is a possibility, as we have recently switched provider.**

- 3) Signage – due to time, this will be discussed more at the next meeting. It was discussed about setting up a sub-committee, to take on this goal. If they wish to come in and do a walk around to look at the signage, let Kirsty or Jack know. The sub-committee will consist if, Diane, Dan and Nancy.

## **7: AOB:**

- **Patient/ medical practitioner follow-up following requests for MRI/ x-ray (or other) requests** – CN wanted to know what the procedure/criteria is for following up on test such as MRI / X-Ray, i.e. between patient and medical team. She felt that no one got back to her about her results, it needs discussing as to why a patient went for the procedure in the first place and follow-up care. There should be continuity of care and the patient needs more information.

Secondary Care can send reports through quickly or they can take a lot longer, even months, so we can be waiting for these results for a long time.

**Action: Kirsty will have a Partner attend a meeting to explain the procedure.**

*Post Meeting Note – Dr Brown will attend the November meeting.*

- **Flu Season** – NHSE told us to order vaccinations in early to avoid them being late, so we ordered them all to come in this week, to then be told by NHSE in July, that we cannot vaccinate anyone unless they are pregnant or child until 3<sup>rd</sup> October. Last year we found a lot of uptakes went to the Pharmacy and this caused us to have a lot of wastage, what we do not use, we do not get any payment for, so we worked at a loss last year.

Flu is one of our main forms of revenue. We are hoping that the Group can help to make people aware, that we have ordered the vaccinations for them and to come into Practice to have it done. We are still conscious that we will work at a loss again this year.

We can only send links for appointments 6 weeks in advance, we have tried to challenge this, but it is not possible. We will continue to send the links out to patients as we can, so that they can book in to have their vaccination. We will have late night Thursday clinics, Saturday clinics and clinics throughout the week. Pharmacies are not officially allowed to advertise until September, but some are not sticking with this and are breaking that rule.

Patients can have the flu and covid vaccinations if they wish to, we will be offering both to patients who are eligible.

**Flu invites were sent out on 30<sup>th</sup> August via Accrux, and letters were sent to patients on Monday 2<sup>nd</sup> September:**

Age groups	How many received a bookable link	How many booked through the link
Children	231	28
Pregnant	66	17
18-64 years	2142	286
65 years and over	2102	423
Total	4541	754

The below table is the total of how many letters that have been sent to patients:

Age groups	How many letters sent
Over 65's	490
Under 65's	164
Total	654

The below for how many have booked overall:

Flu only	303
Flu and COVID	670
Children	28
Pregnant	17
Total	1018

- **Hospital Radio** - John is a volunteer at Radio Halton Hospital, they have just started streaming in Tower House and he was hoping that we could do the same in our Practice. The Group felt, after discussion around confidentiality, that music may help with a little privacy. The station is broadcasted 24 hours a day, they have guest presenters etc. and they could promote issues we have. We would need to look at having a license for this as we pay for one at Heath Road, but not here.  
**Action: Kirsty will speak to Joanne about the logistics of this.**
- Syd wanted to know if we could have some information on what it costs to run a Practice.  
**Action: Kirsty will see Joanne about this as it is her area.**

**Date of next meeting**  
**(Hybrid)**  
**Wednesday 2<sup>nd</sup> October 2024**  
**4 – 5pm**

**Meeting Schedule 2024:**

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

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