

# Garswood Surgery Patient Participation Group Meeting

**Wednesday, 7 December 2016**

**In attendance:** Mr Ed Ranson (ER) – Chairman  
Mr J Rice (JR)  
Mr D Bruce (DB)  
Miss R Foley (RF)  
Mrs B Ashcroft (Parish Councillor)  
Mr J Farrell (JF)  
Mr J Evans (JE)  
Mrs J Evans (JOY)  
Mrs A Brook (AB)  
Mrs P Williscroft (PW)  
Mr C Gaskell (CG)  
Mrs R Chapman (RC)  
Mrs J Roberts – Healthwatch (HW)  
Dr H Parr (HP)  
Mrs S Greenwood (SG) – Practice Manager  
Mr C Durkiewicz (CD) – Garswood Pharmacy Manager

## **Appointment of Chairman**

At the last meeting Tony Narayanan advised he was retiring as the PPG Chairman. Following this Ed Ranson would be taking over from him as the new PPG Chair. Tony was unable to attend the meeting to formally hand over the Chair to Ed Ranson however, Ed was welcomed by the members and he chaired the meeting. The group expressed their thanks to Tony for his service to the PPG as its former Chairman.

## **Apologies for Absence**

Apologies for absence were received from: Mr D Chesworth, Mrs R Chesworth, Mrs A Clarke, Mrs B Lightfoot, Mr B Knowles

## **Minutes of Last Meeting**

The minutes of the meeting held on 1 June 2016 were agreed

## **Matters arising**

## **DNA Rates**

At the last meeting the group had been concerned about the high level of wasted appointments due to patients failing to attend (DNAs). They were keen to know if the numbers experienced at Garswood were experienced across the patch. SCG had asked

all of the other practice managers in St Helens if they would provide their DNA numbers for October. A large number had given their figures and these were shared with the group. The survey showed that Garswood's DNA rates were on average fairly reflective of the DNA rates across St Helens CCG. SCG advised she would share the details with the CCG but was not hopeful that anything could be done to address this and that even sending out text message appointment reminders was not proving particularly impactful.

### **Garswood Patient Survey & Friends & Family Test Results**

The results of the most recent local patient and Friends & Family Test (F&FT) survey results were tabled.

As on previous occasions the results remained consistent with previous local surveys and the majority of patients were happy with the service provided.

SCG advised that the NHS had developed a tool called Primary Care Web Tool. This tool provided NHS England with a massive repository of data gathered from a huge number of sources about the quality and performance of every GP surgery. This data was then compiled to obtain a national average against which each practice's individual performance could be compared and measured. The tool reported 4 levels of practices' achievement and could be interrogated to Practice, CCG or national level as follows:

- Higher achieving practice
- Achieving practice
- Practice approaching review
- Practice under review

SCG was pleased to advise the group that Garswood Surgery was currently the only higher achieving practice in St Helens

### **On-Site Pharmacy Issues**

There had been numerous complaints about Garswood pharmacy over recent months. The interim pharmacy manager, Chris Durkiewicz was in attendance to listen to the problems that patients were describing. It was a recurring issue that patients were regularly ordering their prescription which was being sent over to the pharmacy by the practice yet on attempting to collect it the pharmacy couldn't find their prescription. Patients and were being send over to the surgery only to be sent back to the pharmacy as the prescription had been sent over.

CD explained that the new electronic prescribing system was not as efficient as was needed for it to work properly, that the National Spine which ran the system was slow and waiting for the Spine to update sometimes took up to 30 minutes. If patients wanted to pick up their prescriptions straight away after seeing their GP then there was often a significant wait. Group members pointed out that there was often a wait whether their script had been sent electronically or not. CD then explained that all of the pharmacies in the Hollowood Chain had recently undergone corporate reductions to staffing levels.

Additionally, their new pharmacy management system, which was totally separate to the clinical system used by the surgery, had only recently been introduced and staff were still learning how to use it properly. Unfortunately, the two systems were not integrated and there was no cross compatibility and pharmacy staff were finding it difficult to differentiate

between patients on Repeat medication and those on the Repeat Dispensing scheme. This sometimes made difficult to find prescriptions where the patients were on repeat dispensing and often meant patients were making fruitless trips to the surgery only to queue there to find to be told their script was at the pharmacy after all.

Some patients were complaining that they felt that on occasion, the pharmacy staff were unhelpful. The general opinion was that the pharmacy's systems seemed shambolic.

There was also an issue regarding the Care and the Chemist scheme as CD was not trained to deal with this so Garswood patients were unable to avail themselves of this popular service from their local pharmacy.

The group discussed requesting that a member of Hollowood's management be invited to come to the PPG meeting or alternatively a meeting with the GPs. Several members of the PPG volunteered to meet with the Hollowood management if this was deemed necessary. CD advised he would pass on this request to the managing director.

## **Practice Update**

### **Practice List**

SG advised that the practice list continued to rise and currently stood at 4634 patients.

### **Staffing**

SG advised that Dr Newton was due to go on maternity leave in January and that also, our current GP Registrar, Dr Duffield was due to go on maternity leave later that month. The group was advised that locum cover would be obtained for Dr Newton who was expected to return from her maternity leave in October 2017.

Two new FY2 GPs had just started and would be here for four months.

We had recruited three new reception staff in the Summer. Two had settled in very well and were showing great promise however one had resigned in November. It was proposed to wait until after Christmas to recruit to that vacancy.

### **Appointment System**

Dr Parr advised that the duty doctor triage system, introduced to allow us to be more responsive to patients whose medical problems are inappropriate for a same day appointment but who felt they needed to see the GP before the next available routine appointment was working well and that it would continue to be revised as necessary.

### **Date & Time of Next Meeting**

The date would be confirmed nearer to the time but it was expected that the next meeting date would be the first Wednesday in June.