

Garswood Surgery PPG Meeting

Tuesday 6th December 2022 at 6.30pm

Attendees: Rita Chapman, Hazel Ryan, David Chesworth, Frank Moss, Cllr Brenda Ashcroft Dr Helen Parr, Edwina Taylor, Hollie Corless, Alex Prince (Chair)

Apologies: Marilyn Richardson, Brian Knowles, Joy Evans, Andy Simpson, Joe Rice

SUBJECT	DESCRIPTION	RAISED BY	ACTION
MINUTES OF LAST MEETING	The minutes from the last meeting were discussed and agreed	AP	No action req
Practice Update	AP informed the group that as of January 2023 Dr Katie Brennan would be joining the surgery as a permanent salaried GP. Dr Brennan has just completed her training with the practice and will be a very welcome addition to our clinical team.		
Enhanced Access	Enhanced Access appointments have now gone live across the St Helen's North Network. Garswood has appointments on a Monday Evening until 8pm and Rainford on a Tuesday Evening. As part of the Network, we also have appointments that we can book for our patients until 9pm every evening and on Saturdays at Albion Street Rota Clinic. ET explained the processes and that we are still in the very early stages of this, but the end goal is that these appointments will eventually be available for all of the practices in the network utilise in line with the Governments plan for more access to GP appointments.		
Patient Questionnaire Results	<p>AP relayed the results from the patient questionnaire which was conducted between April and May. HR & MR both volunteered to help hand out and collate the surveys which helped the number we were able to get greatly. The overall result was very good and the feedback from the questionnaire has been used to create a board in reception to answer the many questions that were raised by the patients who took part. DC asked if this information could be made more widely available that just within the waiting area, such as on the Facebook page and surgery website, which he feels is not utilised enough for this sort of information. ET explained that efforts are made to keep the surgery facebook up to date and relevant it is a very time-consuming task & we would happily welcome any volunteers from the PPG to assist with our social media.</p> <p>RC agreed that communication is key to getting information out to all cohorts of the practice population and is happy to get some feedback from parish council and others regarding what patients would like to ask us and what they would like to know. The Practice is keen to communicate to patients with regard to new roles within the Practice and PCN, New systems in place, and why and general information regarding the Practice and how it is run. The Practice is always keen to improve, therefore this feedback and communication effort with patients is key. RC, BA & HR will all gather some thoughts at the local meetings they will feed this back to the Practice by liaising with AP.</p>		RC,BA&HR to feedback to AP or ET, to set up a communication grp.

	<p>ET explained that we have tried various methods over the last few months to get feedback from patients who may not be on social media including a publicised meet & greet in the waiting area where she made herself available for patients to come and chat to her to learn more about how the practice runs and why we have processes in place. Unfortunately, despite this being widely advertised in the practice and on social media, 1 patient attended.</p>		
List Closure	<p>AP informed the group that due to a huge influx of registrations in recent months, the practice closed their list in August 2022 for 6 months. This is to give time to formulate plans going forward and to deal with the extra patient admin that this has created.</p>		
Social Prescribing Team Update	<p>Hollie from our social prescribing team updated the group regarding her role and the services that she can help put patients in touch with.</p>		
Any other business	<p>RC informed the group regarding the St Helens Stakeholder meetings which she attends and agreed that she would email to AP any information that she gets from these to be shared with the PPG as the information can be very useful.</p>		