

Garswood Surgery PPG Meeting

Thursday 15th June 2023 6:00pm

Attendees: Rita Chapman (Chair)(RC), Hazel Ryan(HR), Frank Moss(FM), Alex Prince(AP), Dr Anna Newton(AN), Andrea Irvine(AI), Razia Chesworth(RCh), Christine Henning(CH),

Apologies: Marilyn Richardson, Brian Knowles, Joy Evans, Joe Rice, Brenda Ashcroft. John Barr

SUBJECT	DESCRIPTION	RAISED BY	ACTION
MINUTES OF LAST MEETING	The minutes from the last meeting were discussed and agreed		No action req
Update re communication group	<p>RC has been asking for feedback locally & will feedback to AP. The idea of placing the surgery newsletter in local shops and amenities was raised and discussed. AP explained that due time restrictions she would struggle to achieve this on her own but would welcome help from any volunteers to compile and distribute the next newsletter more widely. RC offered to help with this</p> <p>CH raised the question as to why patients have to attend for an annual review both at the hospital and at the surgery, AN explained that this was due to GP's needing to collect slightly different information than our colleagues in secondary care, this then goes towards our QOF points for the year -The Quality and Outcomes Framework (QOF) is a system for the performance management and payment of general practitioners (GPs) in the National Health Service (NHS) in England, Wales, Scotland and Northern Ireland. Another factor is that if the patient attends a Wigan hospital we do not routinely receive the results or information in a timely fashion so to ensure that the patients care and record is managed effectively we do our own annual reviews.</p>		RC/AP to liase for next newsletter & distribution
Research	<p>AP informed the group regarding the current research projects that are happening within the practice. The practice has an ongoing collaboration with CRN (Clinical Research Network) but have greatly increased our research commitment and currently participating in 12 research projects with further plans to build on this. Current research projects include</p> <ul style="list-style-type: none">• Diamond – diabetic patients• Stream – Healthy eating & identifying those at risk of malnourishment• Relief -adult Asthma Patients and another which is aimed at asthma in children <p>Patients have welcomed this and are taking part. Nicola our Practice Nurse is leading our research.</p>		
Andrea Irvine Care Co-ordinator	Andrea introduced herself to the group and gave a very informative & interesting overview of her role of care co-ordinator.		
Patient questionnaire 2023	AP gave the group a brief overview of the patient questionnaire which has been conducted during May. Although she has not fully compiled all of the results, there were 102 questionnaires completed with help from PPG members who volunteered to hand them out in the waiting room. Although the numbers are lower than last year's questionnaire, the results average out to be very equal to		

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	<p>those from last year. The main feedback again is waiting time for routine appointments despite several changes to the appointment system that have been made since the last questionnaire. The appointment system is constantly reviewed and despite more appointments being offered by the Partner GP's & trainees the waiting time remains around 4-6 weeks.</p>		<p>AP to distribute results to all PPG members once fully collated.</p>
<p>Improving Exercise</p>	<p>RC informed the group of a bid that Gemma Ireland from St Helens Sports Development team is putting together for a footpath to be placed around the playing field at Birch Grove, directly behind the surgery. It is currently very uneven and can get extremely muddy during bad weather. It is felt that this would help keep the field accessible for elderly, disabled or those with mobility issues. This was supported by all in attendance and thought to be a very good proposal</p>		
<p>Any other business</p>	<p>RCh raised the issue of the proposed closure of the local library in Garswood and the negative impact this will have on members of the patient population and their mental health. This was discussed at length and the group agreed that it would be a huge issue to lose the library. RC informed the group of a local forum specifically regarding the library closure</p> <p>Dr Newton informed the group of her new role within St Helens North Network as Clinical Lead, which will see her working very closely with the network and the ICB</p> <p>Dr Newton discussed the proposal of an urgent care hub involving all 4 PCNs collaboratively working. This will be where anyone 0-60 with no underlying health issues would be seen for same day treatment. The aim is to create more capacity in practice for routine/planned care. It should reduce our urgent demand by around 20% daily. All in attendance were keen on the idea and very accepting. We will discuss at the next PPG where hopefully this may be up and running</p>		

Next meeting – December 2023. Date TBC