

## **Minutes of PPG Meeting Wednesday 5<sup>th</sup> June 6.30pm – 7.30pm**

### In Attendance

Dr A Newton – Partner GP  
Edwina Taylor – Practice Manager  
Ed Ranson – Chair  
Rita Chapman – Patient Member  
Brian Knowles - Patient Member  
Joe Rice - Patient Member  
Andy Simpson - Patient Member  
Joy Evans - Patient Member  
John Evans - Patient Member  
David Chesworth - Patient Member  
Razia Chesworth - Patient Member

### Apologies

Pat Williscroft  
Brenda Ashcroft  
Alison Brook  
Sheila Woodward

**Introductions** – ER introduced AS our newest member, who is a retired police officer, a governor of Garswood Primary School and would like to actively be part of local community groups, such as ours, to be informed of what is happening locally, not only within education as his governor role dictates, but also within the NHS. Welcome Andy – it was nice of you to spend an hour of your hard earned retirement at the Practice. We look forward to many more.

**Last meetings minutes** – all agreed and any actions were completed. No further comments made.

### **Housing Development**

ER explained that he had been to a planning meeting, as had other members. They felt that they were fobbed off with what they were told, and no real straight answers given.

ET explained that she also went to a planning meeting in Haydock and was told that a few years ago, members of the CCG (Clinical Commissioning Group, St Helens) had liaised with the Practice and had told the council that Garswood Surgery had the capacity to take on extra patients. ET explained to the council that no such thing had happened, and that we would need extra help with funding etc if this were to happen. We wrote our objection and sent it by the deadline. Not heard anything as yet. AS explained that Garswood Primary school will actually not be at capacity in the coming few years, as numbers of applications to the school has dropped. Therefore education wise, there will be some places for the potential numbers of children the new housing developments may bring.

DC usefully explained to the group that the housing developers have to give the council funding for education and healthcare, but the council do not, and most of the time choose not to, spend it on what it was ring fenced for.

It was agreed that we just need to watch this space, as it is still unknown what is going to happen, moving forward.

## **DNA Data**

ER stated that Garswood Surgery had 300 DNA's in the last 6 months. It does seem like a lot, but actually the numbers are dropping, as we now send out a text DNA notification. This seems to help in reducing the number of repeat offenders.

Friends and family questionnaires discussed – given every month. Data is largely always positive. ET Informed the group that Healthwatch came to the Practice last month and sat with the patient's to get feedback from them. Again there were a tiny number of negative comments, and most of them about the pharmacy. The comments were passed around the table for everyone to read.

ER told the group at this point about our CQC (Care Quality Commission) Interview, earlier that day. The CQC govern all GP Practices, Dental Surgeries, care homes and hospitals, and rate them, following an inspection day. This is similar to OFSTED, who govern education. We last had our visit in 2015, and we felt that we may be due again this year. The inspector explained that the interview would determine whether we would have an inspection in the next few months, or not. Following the interview, the inspector informed us that we would not need a full inspection until the end of 2020. She congratulated us on how well prepared we had been for the interview, and was very positive.

## **New website**

ER Explained to the group about our new website, it is interactive and is encouraging people to use this avenue, before telephoning or calling into surgery. You can order prescriptions, make appointments (both via patient access, which it links to) self refer, take advice and order sick notes. It is very patient friendly. Please take a look. [www.garswoodsurgery.co.uk](http://www.garswoodsurgery.co.uk).

We are going to be promoting it over the coming weeks using texts, emails, and changing the telephone message when you ring into the Practice.

All Practices in St Helens will have it soon, but we are one of the first.

## **Online consultations**

Crosses over a lot with the website, it allows you to type questions into the computer and then you will be told whether you need to see a GP, or if you can take advice elsewhere.

This will be coming soon, but we do not have definite date, as yet.

## **Practice update**

ET explained that Emma, our reception manager has left, and Alex has stepped up into that role. Subsequently we are recruiting a part time member of the admin staff.

AN gave some updates on the Practice. We still have 3 GP Partners, 2 FY2 and 1 GP Trainee . Please see below under 'glossary of terms' for explanation of these abbreviations.

## **AOB**

Pharmacy issues – Ed explained that over the years, the Practice and the pharmacy have been supportive with each other, helping each other when needed. Now, due to the constraints, this relationship is becoming difficult. ET told the group about the pay as you go dongle. Which is how they are accessing the internet!

ET has spoken with the MD of Hollowood Pharmacy. She explained her concerns that her staff were now taking phone calls for the pharmacy and complaints, and having to 'nip' across to help with patient queries. We don't mind sometimes, but every day? Her response from them was not

helpful. RC suggested emailing the building owners, CHP, to explain the situation and see if they could help in any way by putting on pressure.

### **Action - ET to email CHP**

Email from Pat Williscroft - Could you just mention in any other business that the Garswood School on Hamilton Road are having a cup cake sale for Alzheimers on the 13th June at 10am. Also could you please remind people about the dementia café ( **which is now called peace of mind**) which falls on the last Wednesday of every month, June will be the last one before the summer break, but it will be resumed in September.

Also there is now a Ladies Group that meets the first Wednesday of every month at the council offices in the afternoon, however again this group will be recessing for the summer until September.

I am currently attempting, with a friend, to compile a list of all activities in the Garswood area which hopefully we will distribute in due course to all the public places in Garswood.

We can also put this directory on the Practice website and JR suggested putting it on the Parish Council website too.

### **Update on document Manager**

We now receive all documents from St Helens and Knowsley Hospital NHS Trust, electronically. They drop straight into the computer system and are filed in patient records within 1 or 2 days. They are coded by our clinical coding trained members of the admin time, freeing up GP time.

### **Update on remote monitoring**

Dr Lawson is already asking his patients to contact him via the website to let him know how they are getting on, rather than telephoning or re-booking to see him.

Thanks to everyone for coming. It was lovely to see so many of you. And great to meet those of you, who I hadn't yet had the pleasure. Hope to see you in December!

### **Glossary of terms**

ST 1 2 & 3 – are Doctor's that have chosen General Practice as their speciality. They have to do 3 years of working in General Practice. ST stands for 'Specialist Training'. We have ST year 1 2 and 3 here at Garswood.

FY 2 – are Doctor's who have completed their medicine degree, but have to do 2 years of foundation training within 6 areas. Over the 2 years, they do 6 placements, one of them being in General Practice, then they choose their speciality following on from the completed foundation years. FY Stands for foundation year.