

Garswood PPG Meeting – Thursday 5th May 2022 – Minutes

ATTENDEES: Alex Prince (AP) (Reception Manager), Edwina Taylor (ET) (Practice Manager) Dr David Lawson (DL) (GP)

Megan Allcock (MA), Brenda Ashcroft (BA), David Chesworth (DC), Hazel Ryan (HR)

APOLOGIES: Dr Parr, Dr Newton, Rita Chapman

SUBJECT	DESCRIPTION	RAISED BY	ACTION
WELCOME	AP welcomed everyone to the meeting and introduced our new member	N/A	
MINUTES OF LAST MEETING	The minutes from the last meeting were discussed and agreed	AP	No action req
New Chair	Following the discussion at the last meeting regarding if any members would be interested in becoming the Chair of our PPG, AP was approached by RC expressing an interest. Unfortunately, RC was unable to attend tonight's meeting but, in her absence, AP raised this with the group and it was agreed that RC would be elected as chair going forward. AP will email RC to inform her of the good news.	AP	AP to email RC
Patient Questionnaire 2022	AP updated the group regarding the progress of the patient questionnaire which she started in March. Unfortunately, despite various methods to ask patient to complete them being used the uptake for the questionnaire has been very poor and we have only received 20 questionnaires returned. DC asked if it would not be possible to email a copy of the questionnaire to all patients with an email address, ET explained the as we are not able to share email addresses without consent these would have to be sent individually, making the task impossible unfortunately. HR has kindly volunteered to attend the practice for a day to help give out and collate questionnaires to boost these numbers. AP will contact HR to arrange a suitable date. AP will also explore other ways for patients to access the questionnaire such as social media links.	AP	AP to contact HR to arrange a date
Practice Updates	DL updated the group regarding the new roles that we now have at the surgery in conjunction with St Helens North Network. A very informative presentation was given by DL regarding why these roles were needed, what the various roles entail and how they will help to relieve the current pressures on the surgery. AP will include a copy of the role breakdown to all members with the minutes. DC suggested that having more regarding these roles on social media and in the practice will help to inform patients of the various services now on offer and why it may not always be necessary to see a GP.	DL	AP to email with minutes and look at updates on social media

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Extended Access	DL explained that Extended Hours and Improved Access are being combining with a view to offer a wider selection of appointments during the evening and at weekends across our 6 practices offering appointments across the network from 8am – 8pm. In order to get an understanding of where patients feel would be best to offer these appointments the surgery will be sending out a short survey to all patients before the 31 st July deadline to	DL/ET/AP/	To send and collate surveys
Any other business	No other matters raised		