

Garswood Surgery Patient Group Meeting

Wednesday, 26 June 2013

In attendance: Mr T Narayanan (TN) - Chairman
Dr J White (JDW) – GP Partner
Mrs K Gaskell (KG)
Mrs B Ashcroft (BA)
Mrs J Evans (JE)
Cllr J Pearson (JP)
Mr J Rice (JR)
Mr B Knowles (BN)
Mr D Bruce (DB)
Mr R Carson (RC)
MR D Gerrard (DG)
Mr P Zecevic (PZ) – Pharmacist

Mrs T Peet (TP) – Practice Nurse
Miss L Clayworth (LHC) – Reception Manager
Mrs S Greenwood (SCG) – Practice Manager

Guest Attendances:

Mr E Cunningham (EC) – St Helens CCG Rep
Mr J Wareing (JW) - Active Living

Apologies for Absence

Apologies for absence were received from: Dr J Holden (JDH), Dr H Parr(HP), Mr M Arnold, Mrs P Williscroft (PW), Mrs L Cooley (LC), K Gaskell (KG),

Minutes of Last Meeting

The minutes of the meeting held on 5 December 2012 were agreed.

Matters Arising from Minutes

There were no matters arising

Active Living

Jonathan Wareing from Active Living had attended the meeting to present the Active Living Scheme. The scheme provided targeted physical activity and health programmes to support patients in becoming more physically active to improve their health and quality of life. He advised that adults should aim to do 30 minutes of moderate activity at least five times a week and children should aim do one hour per day. Patients who were new

to exercise or who had been inactive for some time or had a medical condition could contact the team who would help them find suitable activities.

He wished to raise awareness of the service and to ask the group for ideas on how it might be promoted to improve engagement. He explained that there was one central telephone number to access all the various services on offer and that the Wigan and St Helens Services worked closely together so that a 'St Helens' patient could attend the 'Wigan' services and vice versa to provide a seamless service to the patients.

It was suggested that members of the Active Living team attend our flu drop in clinics and promote the service to patients who were attending to have their seasonal flu jab.

Garswood Patient Survey Dec 2012 – May 2013

SG presented the results of the most recent patient survey which reported on the experience of 208 patients.

Overall the results remained consistent with previous surveys and patients are generally happy with the service provided. Only 8% reported they did not find it easy to make an appointment to see a GP, however, 24% of patients did not feel that it was easy to contact us by telephone despite our attempts to ensure more staff are available at peak times.

SG advised that we were investigating various options to try and help remedy this issue and this was discussed with the group

One suggestion was offering patients the opportunity to book appointments on-line.

SG explained that our clinical system did support this facility however she expressed concern about patients booking appointments without receptionist triage since the 'signposting' the reception staff currently performed would not be possible and she felt that the doctors could potentially end up seeing patients with issues that could have been dealt with elsewhere, thereby denying patients access to the GPs with more serious medical problems.

She explained that the reception staff currently do some very basic triage in accordance with protocols developed by the doctors to ensure patients were signposted to the most appropriate service to meet their needs which helped to ensure that the doctors' appointments were utilised as effectively as possible. This included, for example, ensuring that patients suffering from minor ailments that could be dealt with by the Care at the Chemist scheme were directed to the pharmacy or minor injuries such as sprains, cuts, suspected broken bones, etc, were directed to the minor injury unit at the Millenium Centre.

SG agreed to arrange a trial of the on line booking and report back to the group at the next meeting.

Quality Outcomes Framework

SG advised that the practice had performed well in the 2012/13 Quality Outcomes Framework and that most targets had been met or exceeded. New targets had been introduced in 2013/14 whist some had been removed and SG advised that work was underway to ensure that we would be in a position to achieve the new targets.

Clinical Commissioning Group (CCG) Update

Eddie Cunningham (EC) was in attendance to give an update on the progress of the St Helens Clinical Commissioning Group, a membership organisation that represents the 37 GP practices across the St Helens area.

EC explained that the CCG's role was to commission safe, responsive and effective healthcare for the population of St Helens. Their aim was to manage the healthcare budget in a fair and transparent manner to meet the needs of the local population and improve the health and wellbeing of the population of St Helens and reduce health inequalities by;

- Improving outcomes by focusing on improving outcomes for patients and communities and developing a health economy where supply was tailored to meet the needs and priorities of the population.
- Empowering patients by promoting shared approaches to care, giving patients the power to shape their own healthcare to promote self-care and prevention
- Using evidence bases approaches in the design of services and the monitoring of outcomes.
- Having a commitment to the sustainable and effective use of resources.

The CCG's current priorities were:

- Improved early detection and management of long term conditions
- A sustainable local health economy
- Reduced childhood obesity and alcohol related admissions
- Increased access to education for patient, public and professionals
- Reform of urgent care
- Reform of mental health illness
- A holistic approach to care closer to home
- To develop the CCG team and individuals

HealthWatch would replace the Local Involvement Networks (LINKs) and the Patient Advice & Liaison Service (PALS) over the next 12 months.

EC was attending patient group meetings at the member practices in order to raise awareness of the work of the CCG and to encourage patients to join disease related patient focus groups. He extended an invitation to the Garswood Patient Group members to contact him if they were interested in participating in any of these groups and gave his contact email number eddie.cunningham2@sthelensccg.nhs.uk

Health & Wellbeing Board

Cllr Pearson (JP) offered to speak at the next meeting to advise on the Health and Wellbeing Board and explain its role. The offer was accepted by the group

Practice Update

Practice List

SG advised that the practice list continued to rise and currently stood at 4100 patients.

Car parking

The issue regarding the parking of the pharmacy van had been resolved and repair work to the pot holes had taken place

Trainee GPs

SG reported that Dr Anna Newton had joined the practice in February and would be here for 18 months. Dr Rachel Graham would be joining us in August for a year and Dr Wass was with us until November.

Date & Time of Next Meeting

It was proposed that the next meeting be held in Dec 2013, date to be confirmed.