

Garswood Surgery PPG Meeting

Thursday 5th December 2024 6:30pm

Attendees: Rita Chapman (Chair)(RC), Frank Moss (FM), Alex Prince (AP), Dr Anna Newton (AN), Peter Astle (PA), , David Chesworth (DC), Hazel Ryan (HR)

Apologies: Andy Simpson, Jennifer Gerrard, Marilyn Richardson

SUBJECT	DESCRIPTION	RAISED BY	ACTION
MINUTES OF LAST MEETING	The minutes from the last meeting were discussed and agreed	RC	No action req
Practice Updates	AN explained that since patient online records have gone live, we have seen an increase in patient queries and complaints regarding the content in their records. There have been two complaints that have been quite significant, and processes have now been changed in response to this. DC commented that in comparison to how many patients have access to their records, the number of complaints received is very small.	AN	No action req
Urgent Care Hub	AN gave an update regarding the very successful Urgent Care Hub pilot that has been running for the last 7 months and ended in the middle of November. The feedback data from the trial was extremely positive with overall 95% positive feedback from patients who used the service. The figures also revealed that there had been a significant reduction in attendances at the urgent treatment centre from patients across St Helens North Network which was what would be hoped for when developing the scheme. This has also been reflected in surgery as the Doctors have seen less acute/same day problems and have been able to focus on more chronic/ongoing issues. AN was very pleased to announce the Urgent Care Hub has been approved and money secured to take the scheme forward, however this would be on a smaller scale due to funding which is currently 42 appointments a day for the 6 practices across the network until the end of March. A new business model has been approved for after this time which will be staffed by PCN staff and a part time, newly qualified GP working alongside the Advanced Nurse Practitioners. This will ensure a minimum of 25 appointments up to a maximum of 50 appointments will be provided across 3 days and the hub will be based at practices throughout our PCN. AN will be presenting this to a clinical lead meeting and other practices across St Helens are very interested in hearing about our Hub and use the plan to create their own urgent care hubs.	AN	No action req
Chatty Cafe	Our social prescribers Yasmin and Rebekah have been running a very successful chatty café every month since October, a few of our members have attended and commented on how busy and popular in its. Our social prescribers are looking for volunteers to help continue running this as Rebekah will be going on maternity leave in January and Yasmin will struggle to run this single handedly due to the popularity. RC, HR & PA have all kindly agreed to volunteer to help keep this valuable service running. AP asked if they would be happy for her to share their contact details with Yasmin and Rebekah so they could liaise with them and they agreed.	AN (on behalf of SP team)	AP to share contact details with RB & YB

GP Access – Healthwatch slides	RC shared a copy of slides that were presented at a recent Healthwatch meeting she had attended. The content of the slides were regarding the changes being made to improve access to GP services such as new telephony “call back” service, online consultations and the promotion of digital health apps and services	RC	AP to share slides when emailing minutes to the group
Any other Business	<p>AN updated the group regarding our recent flu clinics. We ran a very successful and well attended Saturday Clinic on 3rd October and a few ad-hoc drop in afternoon clinics which proved to be extremely popular. Our uptake has increased compared to last year and it is felt it is largely due to this.</p> <p>The practice reception team has recently won a Primary Care Star award. They were nominated by Edwina, our Practice Manager following her recent sudden illness which meant she was off sick for a period. Alex and her team kept the practice running very smoothly and the group commented that they would never have known that there was any issue. There were 60 nominations and only 2 winners, so we are very proud of this achievement. RC offered congratulations on behalf of the PPG to AP and her team on a job very well done under extremely difficult circumstances.</p> <p>DC asked if there was any update regarding the appointment reminder SMS messages which was raised at the last meeting. AP explained that she had looked at the issue and does have a plan going forward for a new system to send these messages as the current one is quite time consuming and lengthy to update. She hopes to implement this in the next month or so and will update at the next meeting.</p> <p>RC asked if there was a possibility of having a screen in reception as we did have one previously. AP stated that she thinks the previous screen was removed due to licencing issues but would be happy to investigate this. RC said it would be useful to have the slides regarding the different PCN roles and other useful information displayed in a different format whilst patients are waiting for appointments.</p> <p>We hope to meet again in April 2024 so we can go over Friends and Family test results and DNA (did not attend) appointment figures for the year. HR asked if the statement on the poster displaying the DNA figures was correct and are patients removed from list for multiple missed appointments. AP confirmed that this was correct, we have a stringent DNA policy which has been developed and adhered to each month. Each case is reviewed on a case by case basis and the decision is made by the partner GP’s. We do on occasion remove patients from the list, but this is only after they have had a warning letter. We also have an appeals process for this.</p> <p>RC closed the meeting by thanking everyone for attending and wishing everyone a Happy Christmas & a Happy New Year</p>		<p>AP to update group re SMS appt reminders.</p> <p>AP to investigate new screen for waiting room</p>