

**Patient Participation Group**  
**Wednesday 6<sup>th</sup> November 2019**

1. **Previous Minutes/Matters Arising**

Question raised why when patients are checking in, does the check in screen say that the clinician is on time and then the patient can sometimes be waiting up to 40 minutes to go in. Explained that some patients can take longer than others depending on the nature of the appointment, and quite often clinicians have to deal with emergencies. There is a whiteboard to go up behind reception so that staff can update if clinician's clinics start to run behind time.

The rolling screen in reception needs to be fixed, also discussed that there needs to be less information on there and running at a slower pace.

VS thought that there needed to be better wording from the reception staff when booking patients in with ANP rather than GP, agreed that this is a training issue and will be raised with staff.

2. **Networks**

MJB explained how the network works, our network of GP's meet every 6 weeks and are represented by both GP's and Practice Managers. We are going to be getting two practice pharmacists that will work around the network as well as a social prescriber (who are able to signpost and refer to other services who are outside of the medical remit). We will have a physio working with us who will be the first point of contact for any MSK problems who will also be able to prescribe and refer.

Between Haydock and Newton, we have been allocated 70k funding this year, this will be doubled next year.

Discussion around group facilitating and that this is going to be implemented at the practice. This is a way of bringing together patients with similar health conditions and educating as part of a group, each patient is able to bring their experience to the group and hopefully the group educate each other. The group facilitation is clinician led. More information will be circulated when available.

MJB discussed the potential merger with Patterdale Lodge, at the moment this is on hold, there have been issues with legalities in their practice relating to premises. This will be revisited in the future, however, for the moment, not active at the moment.

**This information is not for disclosing, for PPG members information only.**

3. **E-Consultation**

MJB explained the new online process to the group, patients are able to communicate with the practice online, if they need to see a GP, there is a questionnaire prompted by the patient's condition which the patient fills in and submits to the practice. This gives the triaging doctor lots more information to be able to offer a suitable appointment, or even

treat if appropriate without needing to be seen. At the moment it is working very well and most patients have been seen on the same day when needed.

SB raised that booking in advance is still very difficult to do, JM informed that by 2020 50% of all appointments need to be bookable online. Discussion about the triaging of pre-bookable appointments and if this would be feasible.

Thought that there needs to be more training for some reception staff when telling patients about the booking process, not everybody is giving the same information, and this can be confusing.

**Action: Agreed and this will be looked into, there is an individual training plan being implemented at the moment, and this will be addressed.**

The practice is able to book pre-bookable appointments in the evening and at weekends via UC24 (urgent care 24), this gives working people the opportunity to access GP appointments outside of the normal working day. This has been well received by patients, however, the appointments do seem to be weighted towards Rainhill, which means having to travel. MJB is hopeful that more will be available at Woodside in the near future.

4. **Terms of Reference**

Circulated for all to read.

5. **CQC Report**

Report circulated to all, MJB informed that we will be revisited within the next 6-12 months, the headline states that as a surgery, we need improvement and it is felt that we have been very harshly judged and that the assessment has been very overzealous. The surgery has dealt with the feedback professionally and will learn from the inspection and use this as an opportunity to improve.

6. **Staffing**

Sadly Dr White has left the practice to return to Birmingham, also Dr Thomas is leaving in December, everyone is very sad to see them both go. Dr Irving has started working here as a replacement for Dr White, and Dr Thomas's position is being recruited at the moment.

7. **Newsletter**

Circulated to all for feedback, discussed about there being two separate systems for e-consultation and footfall which both link back to the same site.

Thought that the PPG group needs to be advertised in the newsletter and to stipulate that the meeting only lasts a couple of hours twice a year.

8. **Chairperson**

Nominations are needed please.

9. **Any Other Business**

AD raised that despite the new building and the increased parking facilities, it can still be

very problematic parking at the surgery, he has found that a number of people are still parking on the main road outside the building.

10. **Date of Next Meeting**  
1<sup>st</sup> April 2020 at 16.30