



Grasmere Surgery PPG Minutes 22nd August 2023 @12pm

Present: SM, LH, SL, AL, KS, BC, KA.

Apologies received from SC.

Ann Norris – has sadly resigned as a PGG member due to personal circumstances, and we wish her all the best.

Chair: Barrie Coates was voted as Chairperson and has kindly agreed to accept.

Minutes

- will need to be undertaken by a different person each week.
- Last time minutes agreed.

Community Link Worker (CLW)

Karen Ander gave an update on their services –

Community link workers advise and support people with a range of social problems that are impacting on their health and wellbeing.

They listen to what is important to the person and help them to find the right support for things like money worries, social isolation, bereavement, support for carers along with many other things.

Patients can refer themselves to the CLW – ask at Reception for further details.

Care-Coordinator

Nicola Disley – will be leaving us at the beginning of September, we are not aware yet whether this position will be replaced.

Mental Health Team part of Additional Roles Reimbursement Scheme – ARRS.

We have 3 new members working to aid GP practices across Leigh Primary Care Network (PCN) - A Mental Health Worker, a psychologist, and Mental Health Community Link Worker. GP have to refer into this service after speaking to a patient. Patients can not automatically refer in.

Car Parking at Leigh Health Centre

Issues were raised with the car park, and lack of spaces.

LH explained the barrier is broken, and that 19 spaces will be given back, as a result Diane Nicholls is picking this issue with Eric Wright (Owners) who own Leigh Health Centre.

Group PPG Patient Survey

Concerns were raised regarding the PPG Patient Survey as it is recording a percentage not route of the cause.

It was decided to just send out this patient survey to the age group 60-69s, as this group will be able to inform on the next survey whether we have improved in scores only.

A revised survey has been created by Grasmere based on the PCN PPG, and after discussion. It was agreed to send this out to measure on what areas of development are needed across the Surgery.

Once we get feedback, it is planned for the PPG to agree a way forward.

Additional roles

BC pointed out an article in the Daily Mail Newspaper re additional services – SM pointed it is not always the case that all practice has this extra help. Please see this information for more information - <https://www.dailymail.co.uk/news/article-12388883/More-staff-roles-ways-appointment-GP-practices-evolved-heres-make-work-care-need.html>

Extra monies for telephony systems

as part of capacity and access our IT providers are looking into our telephone systems across Leigh PCN. This is due to the fact queues are only up to 8 patients, the surgery has an issue with ringing mobiles, and calls jumping back in a queue if not answered.

Website

The group were asked to have a look at Grasmere Surgery website if they could give feedback.

Accessibility was raised, and whether the PPG minutes were on the website – I can confirm that I have added a “Widget” to the home page for the Accessibility, and last times minutes added to the website, along with the CLW note.

The website will be on the agenda for the Leigh PPG next time, and SM just wanted Grasmere PPG to be aware that there a NHS website Benchmarking for our website. Our website providers do let you know whether you should or should not removed pages from the site.

Healthwatch did carry an exercise on website and worth a read.

Flu update

Patients over 65's and 18 to 64 with health conditions are being invited for their Flu Jab, our first clinics is on 29th September 2023.

Covid Booster Update

There are no plans for Leigh Surgeries to administrate the Covid injections.

Concerns were raised about some patients missing their Spring Boosters as not advertised anywhere what is happening with them.

It is possible that Pharmacies will be administrating them. SM to raise this issue.

People not attend

Future Meeting

At this Meeting was agreed that Grasmere Surgery PPG meeting are to take place every 2 months on the last Tuesday of the month. Please be aware The dates for Grasmere Surgery below could change due to resources and pressures of the surgery.

Leigh PCN PPG next meeting will take place on 28th September 2023. At 13.00-15.00 at Bridgewater Medical Centre.