

# Grasmere Surgery

## PPG Minutes 22<sup>nd</sup> August 2023 12pm



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

**Apologies received** from Sheila C.

Ann Norris has sadly resigned as a PPG member due to personal circumstances; we wish her all the best.

**Chair:** Barrie Coates was voted in as Chairperson and has accepted.

**Minutes** - Last time minutes agreed; and will need to be undertaken by a different PPG member.

### **Community Link Worker (CLW)**

Karen Anderson informed us of her role as a CLW.

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 Grasmere Reception for further details or look on the CLW Grasmere Webpage.

### **Care-Coordinator**

Nicola Disley – will be leaving us at the beginning of September. We are not yet aware whether this position will be replaced. Nicola has been amazing in her role at Grasmere, and we wish her all the very best.

### **Practice Nurse update**

Our new Practice Nurse, Karen has started with us. Karen is in the process of her induction training and will be having clinics next week.

### **Receptionist update**

Alysha has resigned due to her personal circumstances, and we wish her will. We are hoping to have a new starter in September, who has had previous experience of working in a GP surgery.

### **Mental Health Team - 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 a Mental Health Community Link Worker. GPs must refer to this service after speaking to a patient. Patients can not automatically referred in.

## Car parking at Leigh Health Centre

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

LH explained the barrier is broke, and that 19 spaces will be given back after the building work has finished. As a result, Diane Nicholls, will be picking up this issue with Eric Wright - Owners of Leigh Health Centre/Car Park.

## Leigh PCN PPG Patient Survey

Questions were raised regarding the PCN PPG Patient Survey as it is recording a percentage figure, not route cause for negative results; and no rational for some data being collected regarding Capacity and Access, and some questions appear vague. Also, concern as not everyone has access to the Internet especially due to costs.

It was decided to just send out this PCN PPG patient survey to the age group 60-69s, after the PCN asked us to engage. Grasmere will be able to send the follow up survey to just this PTs' group who will be able to let us know whether our percentages of scores have improved/decreased.

A revised survey has also been created by Grasmere Surgery based on the PCN PPG survey, and after discussion it has been 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 meet and agree how to develop these areas.

## Additional roles

BC pointed out an article in the Daily Mail Newspaper re additional services – SM/LH advised it is not always the case that all practice have 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>

## GP Surgery telephony systems

As part of the NHS Capacity and Access improvement plan, our IT providers are looking into our telephone systems across Leigh PCN. This is because queues are only up to 8 calls waiting, and calls jumping back in a queue if not answered. The surgery has an issue with ringing mobiles, and it sounds like the line hasn't contacted as there is just clicking when it has, the patient can hear

## Website

Grasmere PPG members were asked to have a look at Grasmere Surgery website, and if they could provide feedback before the next meeting – thanks to Ann who has sent me her list

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

Leigh PCN websites will be on the agenda for the Leigh PPG next time, and SM just wanted Grasmere PPG to be aware that there is an NHS website Benchmarking for our websites. Our website providers

do let you know what pages can be deleted and or advise what should not be removed pages from the site, due benchmarking.

AL mentioned Healthwatch (<https://www.healthwatch.co.uk/> ) undertook an exercise on a website to see how user friendly it was, and it's worth a read.

### **Flu update**

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

### **Covid Booster Update**

There are no plans for Leigh GP Surgeries to administrate the Autumn Covid Boosters Injections.

Concerns were raised about some patients missing their Spring Boosters as it was not being advertised anywhere where they were be given, and who to contact for advice.

For information only - it is possible that Pharmacies will be administrating the Covid Boosters.

SM to raise this notification issues for patients.

### **Grasmere Surgery Future PPG Meeting**

At this meeting it was agreed that Grasmere Surgery PPGs future meetings are to take place every 2 months on the last Tuesday of the month.

Please be aware the dates for Grasmere Surgery staff could change due to resources and pressures on the surgery.

**Proposed dates 2023: -**

**Tuesday 31<sup>st</sup> October 2023 at 12-1pm**

**Tuesday 12<sup>th</sup> December 2023 12-1pm (due to being near the Christmas Holidays)**

### **Leigh PCN PPG**

Leigh PCN PPG next meeting will take place on **28<sup>th</sup> September 2023, at 1pm to 3pm at Bridgewater Medical Centre, Leigh.**

### **PPG members**

The Terms of Reference for the group were agreed.

It was also agreed to remove PPG members who do not or have not contributed. Therefore, along with these minutes, SM will ask for members to respond on whether they will attend futures meetings. If anyone does not reply by **22nd September 2023**, I will end their PPG membership.

### **Any Other Business (AOB)**

A request was asked for a GP to attend a PPG meeting for their opinions on matters – SM to speak to the GPs.

## **Agenda items for next meeting**

- Update on Car Parking at Leigh Health Centre – meeting between Diane Nicholls and Eric Wright (health care provider)
- Patient Survey Results
- Website Update.
- Autumn Covid Booster - update
- ARRS staff update.
- Grasmere Staffing update.