

# **RAINFORD HEALTH CENTRE**

## **Patient Participation Group**

### **Minutes of Meeting held on 6<sup>th</sup> June 2018**

#### **IN ATTENDANCE:**

Mr Bob Singleton	Dennis Cowley	John Rosbotham
Linda Burns	Cathy Turner	Lynn Conachey
Patrick Conachey	Helen Sansbury	Dr J Lowcock
Dr Veltkamp (Chair)	Karen Leverett	

#### **Apologies Received from:**

Richard Jones	June Marten	Brian Marten	Beryl Jones
Pauline Highton			

#### **Minutes of Previous Meeting**

The Minutes of the meeting held on 28<sup>th</sup> September 2016 were approved as a correct record of discussions.

**Matters Outstanding:**                      None.

#### **Declaration of Interests :**

Several conflicts of interest were declared in relation to the withdrawal of services from Rainford:

Both Dr Lowcock and Helen Sansbury are joint owners of the building along with Dr Twomey (ex-partner at the practice). This means that they receive rental income from services undertaken at the premises.

Karen Leverett declared that she was a patient at the practice.

Dr Veltkamp declared an indirect conflict of interest by being friends of Dr Lowcock and Helen Sansbury

#### **1.0 New staff**

Helen Sansbury informed the meeting of staff change at the practice; Alison Marrs, being experienced receptionist from Wrightington Hospital, joined the practice in January.

Emma Partridge started with us as an Apprentice and we are training her up to be an administration clerk with an NVQ qualification in customer services.

Dr Andrew Wilkinson ST2 left to continue his training in Kirby

Unfortunately Dr Bolton will be leaving in August. Dr Bolton has been a trainee with us for over a year and we are pleased to say that he has passed all his final exams and is now looking for a position closer to home.

Helen spoke about the fact that we are a training practice and as such train all types of staff. We are looking to extend this to training Physician Associates and possibly under graduates ie., 4<sup>th</sup> year medical students. Physician Associates are a new breed of health professional that has been used in America for many years. The NHS are training and promoting this level of health professional in an attempt to alleviate some of the pressure on GPs

## **2.0 Improving Practice Survey**

A copy of the Cfep practice survey was distributed. The questionnaires were passed to patients in November 2017 and the results analysed in the new year by an independent company. The results show that we are in the highest percentile nationally for every question except the following:

- Telephone access
- See a practitioner within 48 hours
- See a practitioner of choice
- Speak to a practitioner on the phone
- The Manner to which you were treated by Reception staff

Although disappointed to not be in the highest tier we were still in the middle 50% of all means.

It would appear that access in various forms appeared to be our failing point. In consideration of this we are taking the following action:-

Encouraging booking / cancelling appointments on line. This should take the pressure off the telephone lines.

We are adding another early morning surgery on a Wednesday starting at 8.10am

Access is soon to be increased with the commencement of Extended Access - appts Monday to Friday 6.30 to 8.30 pm

Since the survey was undertaken we have extended our hours to offer 10 appointments per week over late evenings (till 9pm) and over a Saturday and Sunday.

We are looking into on line consultations and active signposting. Members of the CCG were encouraged to look at the Mill Street Medical Centre to see how active signposting works in general practice and to look at the e-consult website to have a view of on line consultations.

Some of the comments noted in the survey were that we did not provide refreshments in the waiting room. Discussion took place about providing a water machine but it was agreed that a sign indicating that we will always provide cooled water on request was a good enough solution.

## **3.0 Withdrawal of community services from Rainford**

Following an invitation sent to Sarah O'Brien at the CCG, Karen Leverett joined the meeting for this agenda item. Mr Mike Roscoe from North West Borough Trust gave his apologies for this meeting.

Helen gave a brief history of the building and identified the owners. It was stated that North West Borough Trust who are commissioned by St Helens CCG to provide community services for the residents of St Helens had formally, via their solicitor, given notice to move staff out on 30<sup>th</sup> June 2018. The practice had been given no details of where they intended to deliver services from despite attempts to meet with the relevant parties.

The practice is still waiting for updates and / or a consultation exercise

Both the doctors at the Practice and Helen expressed their over overriding concern is losing services from Rainford not from Rainford HC. It is believed that once services depart they will never return to Rainford.

Karen Leverett, Primary Care Manager from the CCG spoke about the commissioner's role in providing services for residents of St Helens. She advised that the NHS is under huge financial pressure whilst having to respond to the needs of a growing and ageing population. Karen gave some clarity regarding the CCGs operational plan to provide care in locality hubs throughout the borough, identifying that North Locality in which Rainford is based, is geographically difficult to place just one hub. In such circumstances Commissioners and service providers had to look critically at such services to ensure value for money. It was guaranteed that an appropriate consultation would be undertaken and the CCG, as commissioners of the services, would be involved in the final decision.

Concerns expressed by the PPG members were as follows:

- Impact it will have on residents of Rainford and outlying area.
- We have one of the highest elderly population in the borough. Many infirm patients have difficulty getting to the local practice let alone travelling further afield.
- Contrary to popular belief not everyone in Rainford has a car and there are real difficulties with public transport ie., reliability, motor scooters which cannot go on buses etc.
- Services held in Rainford were always well attended and concern had been expressed previously that these services should increase. Reflects a need to hold services locally.
- Historically such services held in Rainford may have been a contributing factor as to why Patients choose to live here.
- NHS ethos is to keep patients out of hospital and treat them nearer to home !
- Proposed new build of 1140 new homes in Rainford.
- Semi- rural conurbation of over 11,000 people – surely this number of residents demands a need for local services. Inequality if Billinge and Garswood continue to have services.
- Patients likely to utilise Lowe House (not Billinge Clinic) which is already over subscribed
- Likely increase in home visit requests for community services (expensive and time consuming)
- Likely to increase demand on GP practice staff
- Likely long term impact this may have on the building itself.

The group spoke about a generalised apathy towards this type of consultation and suggested that they would be proactive in trying to generate support and lobbying to keep services in Rainford.

#### 4.0 Any other Business

Dennis Cowley asked if the DNA rate was improving. Helen suggested that this is not happening. We advertise monthly statistics about the DNA rate but it was noted that last month 9 hours of clinical time was lost to DNAs.

#### 5.0 Date and Time of Next Meeting

TBA – it was agreed that we will try to arrange a joint PPG meeting with Dr MacRae's practice