

RAINFORD HEALTH CENTRE

Minutes of PPG Meeting held on 29th November 2023

In attendance: Helen Sansbury (Chair)
 Lynn Conachey Pat Conachey Bob Singleton
 Sandra Corfe Linda Burns Dennis Cowley
 Wendy Webster Rebecca Sansbury Zoe Wright

Apologies: Chris Davey

1. Minutes of the meeting held on 11th January 2023 were an accurate record of what was discussed.
2. Action Points from Previous meeting: none where identified.
3. Wendy briefed the meeting about the new starters. We have a salaried GP Dr Michael Lea who started in August, he was a trainee GP with our surgery in year 1 of his specialist training so is familiar with our practice. He works all day Monday, Tuesday and Thursday currently. We think he will be a valuable addition to our team. We also have a replacement mental health nurse now that Steph has now left, his name is Andrew Whittle he has clinics on our appointment system on a Tuesday and Friday morning. We have a new receptionist who will be starting on the 12th of December her name is Julie she will replace Michael who left in October.
4. Rebecca Sansbury (Practice Nurse) spoke about the new eligibility for the shingles vaccine, see link for criteria: [Shingles vaccine - NHS \(www.nhs.uk\)](http://www.nhs.uk) . She asked the group how they thought we should inform our patients who are eligible about this new criterion. It was decided that because of the complexity of the eligibility criteria it would be best if the practice contacted only the patients who are eligible and asked them to make an appointment with one of the nurses.
5. Zoe Wright PCN care coordinator explained to the group what her role entails. Zoe's role includes supporting digital initiatives and responsibilities for the co-ordination of these patients journey through primary care. This also includes supporting with patients who have recently been discharged from hospital to ensure they are signposted to any services they may need to aid their recovery, contacting patients with a recent cancer diagnosis to signpost them to any services that may be appropriate and to offer support and be a point of contact for the patient, or supporting patients who have diabetes, and identify patients eligible to be part of the Type 2 national programme.
6. The Social prescribers where unable to attend today but Zoe can briefly explain their role within our practice. The social prescribing role is designed to support people with a wide range of social, emotional, or practical needs, and many of the schemes are focused on improving mental health and physical wellbeing. Those who could benefit from social prescribing schemes include people with mild or long-term mental health problems, people with complex needs, people who are socially isolated and those with multiple long-term conditions who frequently attend either primary or secondary health care. They can also help patients with the following: -

- Housing problems
- Disability forms
- Access to the Drug and Alcohol team
- Winter pressures/ winter warming schemes
- Social isolation – signposting to services and groups available
- Blue badge applications

Lynn asked could they help to identify if any social group could be set up in the Rainford junction area as currently they are socially isolated. It was agreed that Zoe would speak to the social prescribers and see what could be done, potentially if the practice could send a text out to patients in that area to identify if there was an appetite for any social groups. This would need volunteers to set up and run the groups Lynn was happy to assist with this. Sandra is a member of several groups that are held in Rainford village hall she agreed to get a list of the groups that are held there and those held in the church hall. The social prescribers can then advise any patients who may be interested in attending.

7. Regular dates and times for future PPG meetings. It was agreed by the group to meet three times per year, with the spring and summer meeting being held in the evening and the winter meeting in the afternoon.

The practice will also have a PPG recruitment drive, aimed primarily at pre-retirement age patients.

8. Wendy spoke about the current situation with the hospital and explained that the practice receives regular email updates where the hospital is under extreme pressure and are quite often running at capacity. Bob told the group about his recent experience and the length of time it has taken for his wife to receive her biopsy results from a procedure done in September. It was agreed that this period was unacceptable, and that Wendy would contact Dave Lawson Clinical Director of St Helens North PCN to try to get support from the other practices in St Helens for a letter of concern to be sent to the hospital bosses. Wendy went on to explain the pressures that are also being faced by the practice GP's and the increasing workload they face each day. The PPG acknowledged how hard the GP's and all the practice staff worked.

9. AOB.

Dennis asked what the current lead time for a routine GP appointment is. Wendy explained that this is around 2 weeks or less. Dennis stated that he thought this was unacceptable and that patients should not have to wait this long for an appointment with a GP. Wendy explained about the daily triage done by the GP's and that if a patient feels they need to be seen earlier then they should contact the practice and be added to the triage list and the GP's will decide the urgency of the appointment.

Dennis asked what the practice plans are regarding the new housing development that has now been approved for Rainford. Wendy explained that the practice has been told that this

will mean a potential 777 new residents in Rainford but that the plans they have will depend on the number of new patients that register at the practice. Wendy also explained that within the plan the practice has this will mean they have the capacity to take around another one thousand patients.

Date of the next meeting will be in April 2024, firm date, and time TBC.