

RAINFORD HEALTH CENTRE

Minutes of PPG Meeting held on 11th January 2023

In attendance: Pat McConachy Helen Sansbury Lynn McConachy
 Sandra Corfe Chris Davey Linda Burns
 Dr Craig Morgan Wendy Webster Rebecca Sansbury

1. Apologies: Dennis Cowley and William Singleton
2. Minutes of the meeting held on 22nd March 2022 were an accurate record of what was discussed.
3. Action Points from Previous meeting:

Access to face-to-face appointments – see below
Phlebotomy appointments – see below

4. Wendy briefed the meeting about the new starters. It has been evident that recruiting a female GP had been very difficult, but the practice was now able to say that a new GP had joined the team. Dr Chinwe Nwagbara started early in December and works on a Monday and Tuesday. A new Practice Pharmacist Liz Richardson has also been employed to replace Matt Harvey who left late last year.

Wendy also introduced Rebecca Sansbury the new Practice Nurse. Rebecca has recently qualified as an adult nurse and will be undertaking further training in more specific practice nursing. Wendy spoke about how it was identified that practice nurse waiting times had led the practice to consider another nurse. The practice Nurse staffing level has increased from 32 hours per week to 48 hours per week. This was recognised as a significant improvement as one of the PPG members gave a personal experience of having to wait a long time to be seen by Lindsay. It was noted that Rebecca being a new starter had appointments next week whilst Lindsay had a waiting time of 5 weeks. All agreed that this was unacceptable, but it would take a little time for patients to feel confident about booking with the new nurse. It was clarified that Rebecca could see many of Lindsay's patients, but the complicated Diabetic patients would still need to see Lindsay until Rebecca had completed her preceptorship.

5. Dr Morgan gave a resume of the different ways to contact the practice. He stated that there has been a shift towards more face-to-face appointments with statistics showing that 80% of appointments are now Face to face and 20% are telephone consultations. He explained how e-consults can play an important role in patients accessing advice from doctors with quick response times. He explained how it is also a good tool for doctors to prioritise caseload. Debate ensued over how many elderly patients do not have the know how to use e-consult or on-line booking. Confirmation was given that the telephone appointment line and the ability to physically call in to book appointments would always be available.
6. Wendy spoke about the practice responsibilities around Extended hours and how historically these have been done during the early evening. Following a CCG commissioned survey, the results have indicated that a relatively large proportion of the practice population had indicated that early appointments may be favourable. The practice wanted the thoughts of the PPG before applying to change their opening hours to include 2 days commencing at

7.30am. The PPG members thought that this was a very appropriate recommendation considering the number of commuters to Manchester and Liverpool and endorsed the suggestion.

This conversation led on to how the practice promoted new information. Wendy stated that we primarily use the website and Facebook. A couple of the PPG members thought that FB was not always an appropriate method of communication to patients. An example given was that some patients did not know that Dr Lowcock had left the practice. Discussion took place and it was agreed that when the Practice Newsletter is published a text message would be sent to all those with a mobile phone recorded within their records. The text message would contain a link to the newsletter on the website. FB would still be used. It was stated that it was too expensive to write to all households informing them of a change in doctors.

The practice is in the process of updating the employee poster in the foyer and producing a Winter Newsletter.

7. Helen spoke about the brought forward query regarding the excessively long wait for a phlebotomy appointment.
At the time of the last meeting Wendy had contacted the Phlebotomy service and expressed concern about the service. It was noted that since then the number of phlebotomy sessions at Rainford had increased. On 11th January the wait for a phlebotomy test at Rainford was just under three weeks and just under two weeks at Lowe House. This was still considered to be too long but was significantly better than previously.
8. Any other business
9. Chris Davey asked if someone undergoing private treatment could access the NHS Blood testing service. Dr Morgan said he understood the frustration of patients having to pay a considerable amount for these routine tests. He suggested that each case would have to be considered on a case-by-case basis as it was fraught with potential safety problems. He suggested that he was not averse to looking at each individual case to see if it could be done safely.
10. Sandra Corfe asked if there were any learning points following the autumn covid / flu clinics. It was recognised by the practice that although nearly 700 covid / flu vaccinations had been undertaken in one Saturday session there had been long waits and the patients who attended had displayed exceptional patience. There were several problems that occurred which compounded the issue: -
 - Firstly, only one date was originally published so many patients thought it was the only one. This was not the case.
 - More patients attended than was anticipated.
 - There were technical issues with adding the data for the covid vaccinations onto the national database.
 - The covid vaccine was much more labour intensive and took time to dilute and draw up as opposed to the flu vaccines which are in prefilled syringes.It was agreed that next year the practice would publish a series of dates so this would dilute the number of patients attending on the first date. They may invite age cohorts instead of open to anyone eligible. Extra staff would be used to maintain the flow and avoid long delays.

11. It was suggested that future PPG meetings would be held on a Wednesday afternoon 1.30 to 2.30. All members were happy for this to take place. A couple of the PPG members asked about recruiting new members. It was noted that the CQC had suggested recruiting younger members to give a fairer representation of the practice population. Members said they would try to recruit a couple more people under the age of 55.

Date and time of next meeting – TBA