

RAINFORD HEALTH CENTRE

Minutes of the PPG Meeting held on 4th September 2024

In attendance: Wendy Webster (Chair) Lynn Conachey Pat Conachey
Bob Singleton Sandra Corfe Linda Burns
Dennis Cowley Helen Sansbury Karl Latham
Rebecca Sansbury (attended for the latter part of the meeting)
Dr Morgan (attended for the latter part of the meeting)

Apologies: Chris Davey

1. Minutes of the meeting held on 29th November 2023 were an accurate record of discussions. It was suggested by Sandra that the minutes be circulated by email once written.
2. Action Points from Previous meeting:-
 - 2.1 The action points relating to the social prescribers had not been actioned. This was primarily due to the Social Prescribers leaving their jobs shortly after the meeting. The new Social Prescribers will be tasked with following this up.
 - 2.2 With regard to the concerns about late results, Wendy had spoken to other member practices of the PCN to see if a letter of concern should be sent to the Hospital. Apparently, there was no appetite for this as they felt it would be harmful to do so at a time when they were trying to build up relationships. The Commissioners did however email the Trust. This was investigated and there was indeed a backlog of 7 weeks for routine biopsies. They decided to outsource some work to reduce the time to 4 weeks. Things seem to have improved even though there is a national shortage of Histopathologists.
3. Wendy introduced Karl Latham to the meeting. Karl is the newest recruit and we all welcomed him.
4. Wendy briefed the meeting about the recent new starters at the practice. A new lady GP Dr Hayley Robinson commenced on 22nd August 2024. She is working Thursday and Friday. Dr Michael Lea who started the previous August, is now working full time. Dr Veltkamp has reduced his commitment to 2.5 days a week. These changes mean that the practice has 3 whole time equivalent GPs, and this is expected to cover the extra demand when the population rises because of the new Rookery Lane housing development.
5. Social Prescribers

Following the departure of the previous Social Prescribers, Wendy gave details of the newly recruited social prescribing staff. She read out a summary of the social prescriber's remit: -

- We are Rebekah (full-time), Yasmin (full-time) and Rachel (10 hours per week), the Social Prescribers covering the 6 practices in the North of St Helens.
- We run regular clinics at each of the GP practices, where we receive referrals from any of the staff within the GP practices.
- Our team is non-medical, and we offer support to cover a range of topics/concerns including finances, benefits, bereavement, isolation, exercise, housing, family support, and support for those with long term health conditions.

- The way we support people is by ensuring they are linked in with services in their local community. For example, we can refer people for benefits assessments, we can link people in with the housing team at the council, we can link people in with hobby and interest groups, knit & natter groups, exercise classes, walking groups, and support groups for those with specific health conditions (e.g. Macmillan, autism support, MS Society, Alzheimer's Society etc). We also aim to support people who are interested in volunteering opportunities, for example we can refer them to Voluntary & Community Action who will help them to find a volunteering opportunity they are interested in.
- We aim to shift the focus from **"what's the matter with you"** to **"what matters to you"** - we encourage people to think about their goals and their interests, and then we can work on a plan to help them achieve this goal.
- We use tools such as the 5 Ways to Wellbeing (connect, be active, mindfulness, keep learning, and give), and we encourage patients to set goals using the SMART acronym (goals should be: specific, measurable, achievable, relevant, time-specific).
- We are flexible in the way that we support patients - some patients just require a quick chat on the phone to point them in the right direction, whilst other patients may need ongoing support over a number of months. We can support some patients by going along to appointments or groups with them, for example if they are particularly anxious about attending a group for the first time.
- As well as our 1-to-1 support for patients, we hope to be able to support local community groups. For example, if a community member would like to set up a particular group, we can link them in with 'Voluntary and Community Action' who can help them to establish their group, and complete any necessary paperwork, insurance etc to ensure the smooth running of the group.
- We look forward to being able to continue supporting community members!

The three Social Prescriber roles are paid for and recruited by the PCN. As such the staff are shared between 6 practices. Wendy advised that although Rebekah would initially be working at Rainford, after a period of 3 months she would move to another practice. It was felt by the PCN that the staff should rotate around the practices. It was suggested by members of the PPG that this period was not really very long as when you consider an induction period, holidays, training days etc the personnel would only just be settling in at a practice and then they would be uprooted and sent to another practice. It was felt that a whole year would be beneficial for both the staff and the practice. Wendy stated that this suggestion would need to bring up with the PCN and their next meeting.

Discussion took place about the other PCN roles. It was agreed that the Physios, the Mental Health Practitioner and Care Co-ordinators were a valuable resource for the practice and patients. It was agreed that the practice needs to work out a way to raise the profile of the Social Prescribers.

6. Rebecca Sansbury (Practice Nurse) advised that this year's Flu and Covid clinics will commence on 5th October. The criteria is anyone 65 and over plus those at risk. Other mini clinics will be scheduled after this date.
7. Rebecca Sansbury spoke about the new RSV vaccination and the eligibility for the vaccine. I.e., those aged 75 to 79 and pregnant women from 28 weeks. It was stated that the vaccination was not as effective in the over 80 category. The group was advised that those eligible had been sent out a text inviting them to attend for the vaccination.

8. Any other business:-

- 8.1 Bob Singleton raised an issue around parking. It was felt that all the additional staff in place was causing congestion on the car park. The meeting was told that discussions and plans were already ongoing with a view to redesigning and possibly extending the health Centre car park. Further details will be shared when it has been agreed.
- 8.2 The unacceptable attitude of some reception staff had been brought to the attention of one of the PPG members. He had been advised that on occasions patients felt they had been dealt with in an abrupt manner. Some patients felt they were being 'fobbed off' when they approached with queries. It was agreed that this could be dealt with as a training issue for reception staff. Wendy to action.
- 8.3 Wendy informed the meeting that next routine appointment was available tomorrow for a GP and on Monday for a Nurse. Helen asked how well the practice performer for all immunisation targets in general, Wendy confirmed that the practice have achieved all the immunisation targets.
- 8.4 Wendy advised the meeting that the pilot Urgent Care Hub was not fully utilized (only 30%). It is currently under review.
- 8.5 A request was made such that the PPG members could reply YES / NO to the PPG invitation message. Wendy said this was not quite as easy as it sounds but she would look into it.

9. Date and time of next meeting: - To be arranged