

Meeting with Garswood Patient Group 16 April 2008

In attendance:

Mr D Chesworth
Mrs R Chesworth
Mr K Cleary
Mrs S Cleary
Mr T Narayanan
Mr J Rice
Dr J Holden
Dr J White
Mrs S Greenwood
Mrs D Tapping

Apologies for Absence

Apologies for absence were received from Mr J Simpson

Minutes of Last Meeting

The minutes of the meeting held on 19 December 2007 were agreed

Extended Access

Dr Holden advised the group that the Government had now completed its negotiations regarding extending access to patients. It was proposed to hold a late evening surgery to 8pm on Monday evenings to offer working patients who had difficulty seeing their doctor during the day the opportunity to have a later appointment which would not impact on their working day. It was agreed that Monday was the best time for this since the nurse already worked to 7:30pm and it would minimise the impact on the existing staffing arrangements.

The practice currently closed on Thursday afternoons to facilitate staff training. Although traditionally, a late evening emergency surgery had been held, according to demand, for patients passed back from the GP out of hours service it was proposed to formalise this arrangement and routinely hold a 2 hour late afternoon emergency surgery.

There were no plans to open on Saturday mornings and the patient group agreed that this was not felt to be necessary and that the present lease terms did not facilitate this anyway.

Appointments

(A) PATIENT EXPERIENCE 2, 5 & 6

Dr Holden reported that we did not currently have a GP Registrar or Foundation 2 doctor and that it would be early August before our next intake. The appointments system remained unchanged and there was no disruption to services for patients.

Patient List

The patient list had increased to 3,300 with a sharp rise in new registrations since the building opened. K Cleary advised that the Parish Newsletter was due out shortly which would include a feature about the new practice.

Official Opening

D Tappin informed the group about the plans for the centre official opening and the proposed dates. It was agreed that Thursday 5 June 2008 would be the best date as this would have the least impact on the practice. It was also agreed that the start time be delayed to a 1:00 pm start so that morning surgery was completed. There was some discussion about ensuring that all relevant people were invited and several suggestions were made regarding the guest list. It was also suggested that the proposed 5pm finish be extended to early evening to enable those who work to come and see the new centre.

Removal of Portakabin

There was some concern that the portakabin was becoming the target of vandalism and the group asked when it was to be cleared away. It was also suggested that on the day of its removal W Billington take photographs, if possible. S Greenwood agreed to chase this up with Whiston Estates.

Utilisation of the New Building

There were some concerns that the upstairs was not yet utilised. Although Podiatry, Counselling and Baby Clinic had moved with us from the portakabin and these services were operating from upstairs, there was, as yet no indication of what the PCT's intentions for the building were. K Cleary also advised that at last meeting of the Parish Council it had been unanimously agreed that an written appeal be made to the PCT for an NHS dentist to be accommodated here as there was a shortage of dental services in the area. D Tappin advised that it was her understanding that there was no shortage of NHS dentists in St Helens and that the PCT was in the final stages of commissioning dental services. She agreed to take this back to the PCT.

There was also a suggestion that CAB services should be available and it was generally felt that this would be a welcome addition to services offered from the centre.