

**St Helens Medical Centre PPG Minutes**  
**Monday 13<sup>th</sup> May 2024**

**In attendance:**

Keith Bradford  
Susan Atwell  
Maurice Dix  
Peter Dodds  
Diana Tuson  
Derek Burt  
George Weech  
Summer Wearn  
Jolie Hurst

**1. Apologies for absence**

Tricia Jepson, Pam Hogg, Gay Allen, Anthony Smart and Megan Odell.

**2. Minutes of last meeting**

The minutes from Monday 8<sup>th</sup> January meeting, agreed and signed off.

**3. Matters arising**

Keith asked if the text message reminders were now working. Jolie explained unfortunately it is still an ongoing issue which SystmOne are aware of but haven't been able to resolve. Some text message reminders are going for some appointments, but not others.

Keith confirmed the Facebook page had been deleted (this was discussed in the January minutes).

Amy (Care Co-ordinator) will hopefully be attending the next meeting, possibly with Hannah (General Practice Assistant) who works in a similar role. Summer asked if there was anyone the group would like to pop into the next meeting and they asked if Dr Poole could, this will try to be planned in for the next meeting.

**4. Chairmans statement**

Keith felt the AGM went extremely well and asked that Dr Cooney is thanked for his support, he said it is very appreciated.

**5. Surgery Update**

Summer informed the group Dr Wiessler is no longer working at St Helens, Dr Wiessler was working as a regular locum two mornings a week but sadly left in April. Dr Majumdar has replaced Dr Wiessler, working every Wednesday as a regular locum. The group said it can be frustrating when they find out a GP has left the surgery at the point of requesting to make an appointment with them and wondered whether the news could be shared with patients.

Dr Tarar, one of our GP Registrars will be leaving this month as he has come to the end of his training with us.

Summer said the surgery is still hoping to recruit a full time GP working 4 days a week.

Website – NHS guidelines changed which meant changing website providers. Summer explained the new provider built the website and both Summer and Megan have been going through it, making changes. Summer asked if the group could have a look at the website and feedback at the next meeting. Keith suggested a couple of them could come into the surgery and meet with Summer/Megan to go through the website.

Summer and Megan continue to post updates, information, and campaigns on the St Helens Medical Centre Facebook page. Summer asked whether it would be a good idea to post 'an introduction to the PPG' explaining a little about the group and what we do. All thought this would be a good idea.

## **6. Only being able to see the GP you're registered with**

Diana was told when trying to book an appointment, she could only book with her registered GP. Summer confirmed this is not the case and patients can request to book an appointment with whoever they would like to see. Summer will feed this back to reception.

Some members of the group were not aware their registered GP had changed and asked if in future a letter can be sent out to patients notifying them of any changes. Letters used to be sent to patients so Summer will speak to Megan about this.

Some GPs have a longer waiting time than others, and it is up to the patient whether they are happy waiting that amount of time or would rather see someone else sooner.

## **7. Prostate cancer testing**

George passed on some information in the January meeting about free PSA testing which is set up through the Isle of Wight Prostate Cancer Support Group. George said some patients receive their result back and are advised to book an appointment with their registered GP surgery. He has been told some GPs then send the patient for another PSA blood test. Summer will take this to a clinical meeting to discuss with clinicians how they action the PSA results from the pop-up clinics.

## **8. Patient file/test results update**

Derek asked if patients should be letting the surgery know when they have been seen at the hospital, as sometimes there is a delay in hospital letters being sent from the hospital to the surgery. Summer explained most of the hospital correspondence comes to the surgery electronically, the admin team then add codes where necessary to patient records and either forward it on to the GP or file it. GP surgeries do not have access to the hospital system, One Wight Health are currently working with the Trust due to the issue in communication between Primary and Secondary Care.

## **9. Newsletter ideas**

- Amy (Care Co-ordinator) & Hannah (General Practice Assistant) – roles explained
- Share the Health Walk (Maurices)
- Pharmacy First
- Hayfever & how to manage

- Peter suggested an article about the PPG and being able to offer a link between patients and the surgery

## 10. **AOB**

Susan asked if patients wish to discuss more than one issue with the GP, can they request a double appointment. Summer confirmed patients can.

Keith asked about the phones – Summer said the callback system is now in place, but it has not yet been used which shows patients are not waiting long enough on the phone to get to the point of being offered a callback.

Covid spring boosters have started for patients over the age of 75, and patients aged 6 months and over who are immunosuppressed. Text messages are sent to patients to book an appointment or patients can contact the surgery to enquire about an appointment.

**Date of next meeting** – Monday 8<sup>th</sup> July 2024 at 10am.