



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY, 1ST SEPTEMBER

HOLY TRINITY CHURCH, SPITAL, BEBINGTON 1.15 PM

ATTENDEES

Steve Evans (Chairman), Tricia Harrison (Vice-Chair), Emma Hadwin Spital Surgery, Dyls Stevenson, Ian Wrigley, Heather Wrigley, Bob Wright, Debra Carnell, Lori McDonagh (Operations Manager HSW PCN), Ben Keegan (Health Coach), Yvonne Harvard, Ann Hampson & Maureen Hardie

APOLOGIES

Lucy Ferguson, Na'amat Little, Ann Evans, Mary Jordan, Susan Milner, Cheryl Peers, Patricia Carter, Maggi Harland, Len Ellison, Gerry Devine & Doreen Garret

RATIFICATION OF LAST MINUTES & MATTERS ARISING

The minutes were ratified and passed as a true record, proposed by Bob Wright and seconded by Yvonne Harvard.

It was asked if the Acute Response Team service could be explained. There are four team members, a G.P., Paramedic, Nurse and Health Care Assistance, organised by a Care Co-ordinator. The team will attend patients homes as and when deemed necessary.

PRESENTATION BY LORI McDONAGH - OPERATIONS MANAGER HSW PCN

Please see attached the presentation given by Lori.



Healthier South
Wirral PCN Presenta

PRESENTATION BY BEN KEEGAN - HEALTH COACH

Ben, together with Daisy Senior, who work for One Wirral to provide patients with information about healthier lifestyles. Ben said he likes to adopt a holistic approach and will ask patients what they would like to aspire to, and helps them achieve their goal. Ben

works at Spital doing telephone consultations on a Tuesday, and Daisy works at the surgery on a Wednesday doing face-to-face consultations. Patients can self-refer to this service.

CHAIRMAN'S UPDATE

Steve told us that the new theatre complex, named Cheshire and Merseyside Surgical Centre at Clatterbridge is due to open early in October. Its aim is to reduce the surgical waiting lists across the region. The target is 3000 operations per year.

Cheshire and Merseyside are now known as ICS (Integrated Care Board & Systems), instead of previously being known as the CCG.

The Econsult contract is coming to an end, and will be replaced by Patches, the date for it to go live for us is still to be confirmed. It is said to be a more user-friendly system, less questions and more space for free text. It also has a translation service and will code information directly to patients' records.

DNA figures for July were 19 G.P. appointments (4.75 hours) and 36 Nurse appointments (13 hours).

GENERAL PRACTICE UPDATE

Emma told us that the Gatekeeper email address has changed to cmic-b-wi.gatekeeper-n85617@nhs.net

The new prescription email is - wi.spitalsurgeryprescriptionrequests@nhs.net

The surgery no longer has a Pharmacy team. The Pharmacists contract with WUTH has expired. This has a knock-on effect of increasing the G.P. workloads.

The practice has a new Registrar - Dr. Ntom Madueke. We will also have 2 new medical students who will rotate on a 6-week basis as part of their ongoing medical training. We have also welcomed Haley to our reception team.

The surgery will be having their Protected Learning on 21st September, with the surgery being closed from 1:00pm until 5:00pm and reopening again at 5. There will be a message on the answerphone advising what to do in an emergency.

Flu/Covid Jabs - these will commence on 17th September for the under 65s at risk, followed by sessions for those eligible on 8th & 17th October. The 3 Stags are kindly switching off their cameras for these sessions to allow patients to park if they wish.

Care Homes patients will receive their Covid jabs on 12th September, with the flu jabs at a later date because the over 65 adjuvanted vaccine is not being delivered until October.

The Covid jab will be the new Moderna Bivalent vaccine which gives better protection against the Omicron strain. We are not expecting to be supplied with any other vaccine during the Autumn booster campaign.

At these sessions you will also be asked to complete a general questionnaire regarding your health.

Emma told us that the lease for the surgery expires in October and they hope to renew the lease for a further 5 years. The condition and lack of maintenance in the precinct, and it's buildings is a cause of concern, the landlords have been informed, but no repairs have been carried out.

At the annual complaints meeting held at the surgery, with the NHS and surgery staff being informed of same. The surgery had 9 complaints last year, 1 was upheld, 2 partially upheld and 6 dismissed.

AOB

There was no other business

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday, 3rd November 2022** with the venue and time to be announced. Christmas Party possibly Thursday 1st December at 1.15pm

An email a week before the November meeting will be sent out with an agenda asking for any other ideas or points you may wish to add and will also include details of the presentation which we hope will be from Georgia Lilley the HSW Health and Well Being Coach, this is still to be confirmed.

If any members have any queries or comments about these minutes, please feel free to contact us by E-mailing Steve on stephenevans03@hotmail.co.uk