



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY, 2ND FEBRUARY 2023

CHARLOTTE HOUSE, BEBINGTON 1.00 PM

ATTENDEES

Steve Evans (Chairman), Tricia Harrison (Vice-Chair), Emma Hadwin Spital Surgery, Lucy Ferguson, Spital Surgery, Lisa Barnes, Bridging The Gap Together, Helen Hale, Bridging The Gap Together, Dyls Stevenson, Na'amat Little, Ian Wrigley, Heather Wrigley, Len Ellison, George Rennie, Susan Milner, Angela Wilby, Pat Carter, Ann Evans.

APOLOGIES

Bob Wright, Ann Hampson, Cheryl Peers, Austin Joynson, Sylvia Joynson, Gerry Devine, Patricia Carter, Doreen Garrett, Yvonne Harvard.

RATIFICATION OF LAST MINUTES & MATTERS ARISING

The minutes were ratified and passed as a true record, proposed by Len Ellison and seconded by Angela Wilby.

PRESENTATION BY LISA BARNES & HELEN HALE FROM BRIDGING THE GAP TOGETHER

Lisa gave an overview of Bridging The Gap Together, which receives it's funding from the Captain Tom Moore Foundation. Their aim is to support people who are over the age of 18, with long term health conditions. Referral can be made by GP practices, Support Services or people can self-refer. Services are tailor made to suit individual needs. The service is located on Charing Cross, Birkenhead. There are a range of activities to suit all needs, and new ideas are always welcome. Clients are telephoned at least every 4 weeks to maintain contact, and ensure that their needs are being met.

CHAIRMAN'S UPDATE

Update from the Healthwatch Bridge Forum

Mike Chantler - NHS Cheshire and Merseyside - Integrated Care Board update, he told us: The NHS is under its worst pressure ever due to multiple factors including COVID and flu, ongoing workforce issues and industrial action. There is a national and regional command centre for responding to industrial action to reduce risk/potential harm to patients.

Yunus Mogra gave an update on Ambulance Service - NWS. He stated that: Call numbers dropped dramatically on strike days which enabled 99% of calls to be answered within 5 seconds.

NWS is hosting Community Conversations across Cheshire and Merseyside -It's an opportunity to speak to and give direct feedback to members of the ambulance service including the CEO, and paramedics who were in the Ambulance programme that's been on BBC recently. Booking is via Eventbrite. Venue: The Florrie, 377 Mill Street Liverpool L8 4RF on Tue, 28 February 2023, 13:00 - 16:00 GMT - free lunch provided.

Whether you're an interested member of the public, NHS professional, carer, patient, healthcare champion, or a student, we want to listen to and learn from you.

Our Trust/Hospital Updates:

There are a number of current issues ongoing at the Trust right now including dealing with the impact of industrial action and issues with delayed discharges of medically fit patients being the biggest issues. There is still a large number of patients they cannot discharge (was 200) as they have nowhere to go back into the community. But they are working on plans to ease and resolve that.

The Trust did not achieve the 4-hour target to deal with patients presenting at ED. However, in terms of overall 4-hour performance the Trust is ranked 5th out of 41 Trusts.

The Trust had a number of infection control challenges in December due to the increasing number of winter viruses circulating. Despite reduced numbers of COVID cases in the hospital at that point, larger numbers of patients were acutely unwell with flu that required hospitalisation. This resulted in 4 wards being converted to flu cohort areas in mid to late December. These numbers reduced from 75 in December to around 30 patients with flu occupying hospital beds in early January. So now appears to be in decline - thankfully.

The Trust also had an increased number of children attending hospital with respiratory viruses during December due to the awareness campaign around Streptococcus A. They didn't see any pressure on Paediatric beds, although larger numbers of admissions were required due to other children's respiratory viruses such as Acute Bronchitis.

The new Renal Dialysis Unit opened at Arrowe Park in December, after a £2.8m capital investment. It's now on the ground floor of Arrowe Park.

Late last year, preliminary and enabling works were undertaken to prepare for the construction of the new urgent and emergency care facility at Arrowe Park Hospital. This included new road and patient drop off areas, relocation of ambulance bays, relocation of the main Emergency Department reception and entrance and relocation of the Urgent Treatment Centre. The main construction of the new Urgent and Emergency Care facility has now started. To include a new paediatric emergency suite and waiting areas, resuscitation rooms and bereavement suite.

The Trust sickness absence is 5% an improvement of 1.6% on November. Anxiety, stress and depression remain the highest reason for long term sickness absence. The category 'Gastrointestinal problems' was the highest reported reason for short term sickness, followed by 'Cold, Cough and Flu-Influenza' and 'Infectious Diseases'.

In terms of elective operations, the Trust is ahead of targets to reduce the overall waiting list of operations outstanding. Thanks to the new theatres at Clatterbridge.

Covid: The Joint Committee Vaccinations & Immunisation - JCVI will set out further guidance on who will be eligible for Covid-19 vaccines in future phases of the programme, such as any spring campaign as well as next autumn's, in due course.

In the meantime, the NHS continues to operate a small-scale vaccine offer from mid-February onwards to ensure those eligible for first and second doses still get their jabs.

NHS England have released a press statement regarding the news that the NHS and the government will publish a new blueprint to help recover urgent and emergency care services, reduce waiting times, and improve patient experience. Frontline capacity will be boosted further thanks to 800 new ambulances, including 100 specialist mental health vehicles, and 5,000 more sustainable hospital beds backed by a £1 billion dedicated fund.

GENERAL PRACTICE UPDATE

Medical students - we are now on our 4th block of student placements. It is working well and is overseen by Dr Minns.

Registrars - Dr Madueke has finished his placement, with his replacement coming next Tuesday.

Patchs - Econsult is being replaced by Patchs from 13th February 2023. This is an easier and quicker system for patients to contact the surgery online.

Vaccinations - the programme is on track with thousands of flu and Covid boosters given at the surgery between September and December.

The winter demand for appointments has increased immensely, particularly for children, with concerns around Strep A. There was also an increased demand due to respiratory viruses.

Dr Clegg will be increasing her hours and will be holding some Women's Health Clinic Sessions.

DNA - for December - 8 GP appointments (2 hours) & 53 Nurse (16.5 hours of missed nursing time). January - 13 GP (3.25 hours) & 51 Nurse (12.8 hours) appointments were missed.

During December the surgery held 613 face to face GP appointments and 585 telephone consultations and during January the surgery held 735 face to face GP appointments and 645 telephone consultations.

We were reminded that appointments are available on Saturdays either at Sunlight or Allport Surgeries.

The BP machine in the Reception area has been removed, and it is planned to buy some BP monitors for short term loans to patients.

Some patients are still presenting repeat prescription requests late. Patients can request an emergency medication supply by contacting NHS111 online or over the phone free of charge. The practice has a new Clinical Pharmacist starting on Monday.

Patients can now get repeat birth control medication from certain pharmacies without consulting a GP as part of a new pilot scheme.

Emma told us that Sally, the Healthcare Assistant and member of the Phlebotomy team will be leaving the practice mid February.

There have been discussions with the landlord who has promised to carry out the much needed repairs during the next 12 months.

Blood Test results- can be obtained via patient access or the NHS app, but the extra online access must initially be arranged via the surgery by requesting an application form.

AOB

There was no other business

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday, 6th April 2023** at Charlotte House. Our Speaker will be Angela Harnick, from Wirral-FutureMeds UK.

An email a week before the May 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.

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