



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY, 1ST JUNE 2023

CHARLOTTE HOUSE, BEBINGTON 1.00 PM

ATTENDEES

Steve Evans (Chairman), Tricia Harrison (Vice-Chair), Emma Hadwin Spital Surgery, Bob Wright, Ian Wrigley, Len Ellison, Austin Joynson, George Rennie, Susan Milner & Ann Evans

APOLOGIES

Lucy Ferguson, Ann Hampson, Yvonne Havard, Cheryl Peers, Dyllys Stevenson, Doreen Garrett, Angela Wilby, Heather Wrigley, Sylvia Joynson, Mary Jordan & Pat Carter.

RATIFICATION OF LAST MINUTES & MATTERS ARISING

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

AGM

Steve & Tricia were re-elected as Chair & Vice Chair. The position of Secretary remains unfilled.

CHAIRMAN'S UPDATE

Update from the Healthwatch Bridge Forum

There is a new Neighbourhood Model, which will focus on improvement in healthcare in the community by prevention, rather than cure. It was reported that a third of Wirral is now classed as in England's 20% most deprived area.

There are also steps being taken by Wirral Ways to Recovery from substance misuse.

North West Ambulance - the service has seen a vast improvement in response time, with the wait for ambulances reduced.

The Living Well Bus will be 'out' in Wirral in June visiting various locations delivering Covid vaccinations to those eligible.

Our Trust/Hospital Updates:

The build on new ED building work continues, with evidence of progress being visible.

There is a Patient Focus Group which is keen to hear from patients and listen to their experiences when using the Trust's services, with the aim of improving patients' experience. There is an interactive workshop at Arrow Park on the 6th June for those interested.

Carers Week is 6th - 11th June.

PPG awareness week is 31st May - 6th June.

GENERAL PRACTICE UPDATE

Parking problems - complaints from patients and local residents, especially those in Jocelyn Close, bin lorries not able to access side road and empty bins. Suggest comment in next newsletter, Landlord to address car park issues and re paint white lines?

Care Homes to become Veteran Friendly, as many residents are ex-military, and can benefit from fast tracking certain services.

DNA figures - much better result for April

5 GP apps missed - 1.25hrs

14 Nurse appointments- 4 hrs

GPs did 538 face-to-face appointments, 460 telephone conversations.

The surgery will publish a newsletter for end of June

Covid vaccinations - all housebound complete, over 75s and immunosuppressed to be completed by end of June.

Strategy - How can we increase capacity? Patients are encouraged to use other pathways for Minor Ailments using the local pharmacy scheme. There has been an increase in diagnostics which in turn creates extra workload, interpretation of results and extra GP appointments, putting more pressure on the surgery and GPs.

Four Focus Areas

Empower patients to use NHS app, patients can access their medical records in October, self-referral pathways, MSK, weight management, community equipment, provider to triage, Expansion of Community Pharmacy Service - there are 7 areas of minor ailments, oral contraception, BP, Invest in operability (digital), pharmacy to directly upload to our systems, cloud based telephony, online consultation, care navigation training.

Build capacity with ARRS, National publicity campaigns roles.

Patients need to be encouraged to recognise the practice skill mix, and what is available for their benefit.

Nationally number of GPs are depleted, and steps are being taken to make GP visa easier process, also asking retired GP's to return

Strategy meeting 8th June in practice - will share targets with Steve

There has been a Wellbeing session with admin / reception staff which proved to be a real success. The surgery would like to backfill GPs to do similar, they are all really struggling at present, due to demands with Annual leave and lack of locums.

Registrars - a new Registrar will join us in August, along with medical students and student nurses

PCN update - new HR workforce lead and admin assistant to support the PCN.

Cancer diagnosis rates - aim to diagnose at stage 1 & 2 75%, currently mid 50's % (Cheshire & Merseyside)

Increase year on year of cancer incidences due to aging population and age-related cancers, cervical cancer fairs badly.

GP appointments are up 140% compared to 2109.

88.2% of patients are seen within 14 days

Vaccinations - the surgery has started Covid boosters, with Charlotte House residents already having had their booster jab. Clinics are running every week at the surgery until the end of June, for the over 75s and those patients with lower immunity.

DNA - for March- 18 GP appointments (4.50 hours) & 18 Nurse (7.25 hours of missed nursing time). The surgery had conducted 768 face-to-face consultations, and 666 telephone conversations in March.

Emma said that the upcoming junior Doctors industrial action is/will have an impact on the surgery.

The PCN has recruited two more Health Coaches, a Pharmacist, who will enhance the current PCN network system.

Early cancer diagnosis remains a priority.

The surgery currently pays weekly visits on a Monday to Charlotte House to review patients.

AOB

There was no other business

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday, 7th September 2023** at Charlotte House. The Speaker will be announced later.

An email a week before the meeting on 7th September.

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