



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY 2nd NOVEMBER 2023

CHARLOTTE HOUSE, BEBINGTON 1.00 PM

ATTENDEES

Steve Evans (Chairman), Pat Carter, Doreen Garrett, Emma Hadwin (Practice Manager), Austin Joynson, Na'amat Little, Susan Milner, Cheryl Peers, George Rennie, Ian Wrigley, Bob Wright & Lucy Holmes (One Wirral CIC).

APOLOGIES

Tricia Harrison (Vice-Chair), Lucy Ferguson (Senior Administrator), Len Ellison, Doreen Garrett, Ann Hampson, Yvonne Havard, Dylys Stevenson, Angela Wilby & Heather Wrigley.

RATIFICATION OF LAST MINUTES & MATTERS ARISING

The minutes were ratified and passed as a true record, proposed by Na'amat Little and seconded by Cheryl Peers.

PRESENTATION

Lucy Holmes - the Well-Being lead at One Wirral CIC gave an excellent talk about Diabetes Rehab and associated illnesses like cancer and how pre-habilitation will help.

It's about getting patients as fit as they can be prior to treatment, then continuing with that after treatment. This is proving to improve quality of life no end. It also enables patients to get back to the way they were previously before their diagnosis.

Pre-habilitation has been around now for around two years, it's also proved a good cost cutter and ensures patients are fit enough for treatment, not in hospital as long and recover quicker, with less people being readmitted after treatments.

Claire Thomson - Care Home Care Coordinator for HSW PCN gave us a chat about a Christmas gift initiative for care homes.

Claire is campaigning to help residents of eight care homes that come under her cohort. She has noticed many residents are isolated and do not have family, friends, or visitors. Claire enquired what happens at Christmas to these residents. Generally, they may receive

a small gift from the nursing home if they are lucky. Claire is asking if people can donate a gift or two, and or donate into a donation box in GP surgeries. This will be collated at Eastham Hall (HSW PCN HQ). Gifts will be allocated appropriately - not gloves for example to a resident who is bed bound or giving chocolates to a diabetic.

CHAIRMAN'S UPDATE

WUTH News Update: Theatres - Monday 17th October marked the opening of Phase 2 of the Cheshire & Merseyside Surgical Centre in Clatterbridge Hospital. There is still superficial work to be done in outside areas to complete the project, but the theatres are now fully operational.

Since the Trust unveiled Phase 1 in November 2022, they've already treated over 2,500 patients. With Phase 2, they're ready to welcome an additional 3,000 patients each year. This is a WUTH run facility and not, as some believe, a Clatterbridge Cancer Centre facility.

The first floor of the building is a hub for staff. An office, changing facilities, and a cutting-edge education facility that's seamlessly connected to the new theatres. It is totally geared up to support teaching, training, research, and innovation.

In summary, the Clatterbridge site boasts a whopping 10 theatres, a minor operations room, 18 Phase 1 recovery beds, a 21-bedded day ward, a 10-bedded surgical inpatient ward, and a 20-bedded orthopaedic inpatient ward. An incredible development.

The Outpatient Departments - these have been modernized, introduction of new technology, that began on 18th October. The first phase of this initiative saw deployment of the Enhanced Check-In kiosks.

This should ensure patients enjoy a seamless check-in experience and improved check-in screens. These screens allow patients to access appointment information and update details easily, streamlining their visit. Meaning, enhanced patient and staff experience, shorter queues, and clear instructions on where to wait.

Age UK - who gave a talk at our last meeting, wanted to remind us that they run chair-based exercise classes at Holy Trinity Church, Spital every Friday at 11am. It's £3.50 a session. Please let their team know if you are interested, or just turn up. Contact them on 0151 482 3456.

Covid & Flu Vaccines - The recent sessions at the surgery were very well run and were a seamless operation, with many commenting on how efficient the clinics were run.

Shingles Vaccines - to clarify this after a recent query, anyone turning 65 after 1st September 2023, and all immunosuppressed patients over 50 are eligible for two doses of the Shingrix vaccine. Patients will be invited if eligible.

N.B. Shingles and flu/Covid cannot be given at the same time. The surgery will contact patients as and when they are due.

Surgery updates from last meeting - As we had no surgery representation at the last meeting, updates were only given post meeting. The main points from that update are listed here.

Dr. Ndidi Enuma will be working with the surgery for a year under Dr. Minns.

Confusion over 'Ethan leaving'. Many assumed it was Dr. Athan Simopoulos that was leaving, of course it was not. Dr. Athan is still very firmly in his post. Ethan Bolderson from research leaves his post and is replaced by Maria Stafford. Also, a new cohort of medical students from the University of Liverpool has joined us to be under Dr. Minns' wing.

Nurse Jane Bolderson has left us though, and the surgery is recruiting Healthcare Assistants with Gill and Karen increasing their nursing sessions.

PCN News - new HR manager Vicky is helping with management of staff. Emma Hibbs is the new Mental Health Coordinator. Robin is the new Advanced Paramedic who will be working with the Acute Response Team. There are new additions to the clinical pharmacy team too. Finally, the PCN team will now be based at Eastham Hall. Practitioners will still see patients face to face in practices.

GENERAL PRACTICE UPDATE

Telephone Statistics - Of 641 calls taken, the average wait is 1 minute 49 sec. 2,946 calls were taken in the last month of which 280 were abandoned - probably because the query was resolved in the pre message and the caller then cut off the call, satisfied.

Missed Appointments/DNAs - 16 GP appointments, 4 hours and 69 nurse appointments, 8 hours. A reasonable figure considering vaccination clinics were a factor.

Appointment Statistics - GPs saw 883 patients face-to-face. 496 telephone consultations.

Pharmacy Provider - Interface - they help the surgery with a certain cohort of patients. They are NHS approved. This is helping the surgery with backlogs from the Covid legacy.

Surgery Newsletter - this is out next week. A feature in the newsletter is that your personal patient medical records are now online for your benefit. It will need some fine-tuning to make it patient user-friendly, but generally all blood tests results and other tests are there for your perusal. Use the NHS app or Patient Access to access this.

Recruitment - If anyone is aware of any First Contact Physiotherapists, please contact Emma - there is a shortage of these.

Covid/Flu Vaccinations - The majority of these are now complete.

Protected Learning Sessions - these are ongoing, as we agreed to some time ago. The next one is on Wednesday 22nd November.

Asthma/COPD/Dementia Reviews - these are to be focussed on to catch up on any that have not been done. There are only 40 Dementia patients registered. It would be expected to be a higher, however not all patients wish to be on it, and decline a referral. Again, this is to be focussed on.

Coil Clinics - Dr. Clegg is carrying these out due to demand and a backlog.

Research Workforce (separate to NHS work but NIR approved) - Spital is jointly collaborating with Eastham & Civic Medical Centre for projects and trials (for example respiratory). Individual surgeries do not have the cohort of patients to justify this, but the three surgeries combined means they will have.

Patients & Friends Reviews - Emma shared the recent patient, friends, and family experience reviews. A total of 328 replies were received, of which 313 were very positive. A percentage of positive feedback of 95.4%. This is very encouraging, and the surgery is to be applauded for this.

AOB

A brief discussion was held about a potential Christmas get together in early December. No decision was reached. Steve is to canvas all members for a best fit date and then look at if we can fit one in.

George Rennie asked about another patient from a surgery within our HSW PCN attending our meetings. We agreed this was feasible, as we are all in the same PCN, only the practice updates would not be relevant to a patient from another practice.

There was no other business and the meeting closed at 2.50pm.

DATE OF NEXT MEETING

Our next full SSPG meeting - This is scheduled to be held on **Thursday 1st February 2024** at Charlotte House. The Speaker will hopefully be confirmed as Tracey Pilgrim who is the HSW PCN Cancer Care Coordinator. This is a sensitive subject so if you prefer not to, please do not attend, although it will be an educational session rather than traumatic.

An email a week before the meeting with an agenda and previous minutes will be sent out as a reminder.

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