



Patients Group

## SPITAL SURGERY PATIENTS GROUP

### MEETING MINUTES - THURSDAY, 1st FEBRUARY 2024

#### CHARLOTTE HOUSE, BEBINGTON 1.00 PM

#### ATTENDEES

Steve Evans (Chairman), Tricia Harrison (Vice-Chair), Emma Hadwin Spital Surgery, Tracey Pilgrim, Cancer Care Coordinator, HSW, PCN, Samantha Lee, Talking Therapies, Cheryl Peers, Yvonne Harvard, Austin Joynson, Susan Milner, Ian Wrigley, Len Ellison, Pat Carter, Na'amat Little,

#### APOLOGIES

Bob Wright, Ann Hampson, Doreen Garrett, Lucy Ferguson, George Rennie, Ann Evans, Dyls Stevenson, Heather Wrigley

#### 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.

The message on the surgery answerphone, when staff are on training days, has now been changed, with a more informative message.

#### PRESENTATION BY SAMANTHA LEE - TALKING THERAPIES

Samantha gave an overview of Talking Therapies. Samantha goes out into the community giving talks to groups to explain the role of Talking Therapies, and the help that is available from the service.

Referrals can be made by GP practices, Support Services or people can self-refer. Services are tailor made to suit individual needs, and are on one to one basis. The service helps people over the age of 16, with the 16+ younger people, Veterans, pregnant women, their partners, those who have suffered as a result of a local disaster being seen within 28 days. In January 2024 there have been 1200+ referrals. Wirral has a high percentage of complex trauma, which will include people having difficulty coping with bereavement, after effects following accidents, phobias, low mood OCD and long term health conditions to name but a few of the areas they can help with. Some people will have more than one

issue that needs addressing, and for those people, issues will be dealt with one at a time, addressing the greater issue first.

The service does not diagnose or prescribe. People need to fully engage and be committed to attending regular sessions.

Samantha said it would be helpful to have a link on GP PATCHS online consultation.

### PRESENTATION BY TRACEY PILGRIM - CANCER CARE COORDINATOR FOR HSW PCN

Tracey said that she deals with newly diagnosed Cancer Patients within the HSW PCN. Currently she has 340 patients she is helping. Tracey finds that because of the rapport she strives to achieve with patients, she is the first person they will call when they have an issue they need help with. Something that she obviously is greatly proud of and should be congratulated.

Practices will inform Tracey when patients' have had a cancer diagnosis. She will contact patients and be guided by them as to their individual needs, and pace at which they want to proceed engaging with her.

Susan personally thanked Tracey, for all her help and support that Tracey had given Susan.

### CHAIRMAN'S UPDATE

#### **WHTH TRUST**

Currently there is an outbreak of norovirus within the Trust.

Steve told us that Len Ellison had been awarded the Queens Nursing Institute award for all his dedication and hard work helping to create the Veterans Garden, which is located at the side of Eastham Group Practice. Len is one of the few non-nursing personnel to receive such an award. Len is to be congratulated for helping to turn a 'piece of waste ground' into a beautiful garden. The garden is primarily for Veterans, but others are welcomed and invited to use the space, which is a place of tranquillity, reflection, and peacefulness.

### GENERAL PRACTICE UPDATE

Measles Vaccinations - Spital surgery has achieved a 100% child measles vaccination for those eligible, but total MMR in other age groups, awaiting details of the new catch-up programme but obviously starting with surgery staff.

Staff changes - Bev the Reception Manager has left, and Charlotte & Carol are also leaving. Rebecca who has previously worked at the surgery has agreed to cover until April when it is hoped to have permanent replacements. Nurse Gill is reducing her hours to 2

days per week. Existing staff will take up the shortfall. A new Registrar will be joining the surgery Dr Agata Gaertner.

Emma was asked to pass on the PPGs thanks to all those leaving for their professionalism and commitment to the patients at the surgery.

Additional Capacity Team - extra staff have been employed.

A 13-week programme has been introduced from 1<sup>st</sup> February will help and guide the surgery to move towards a modern general practice, with a possible aim of total triage. Emma will update us at the next meeting.

Website - there have been a few changes, any issues please advise Emma. Comment was made about the long website address given on the answerphone message, it was said that it is so long you are unable to make a note of the address even when writing at speed.

Spital Pharmacy - the new owner has been invited to the surgery to speak with GPs. More information of that meeting will be given at the next PPG meeting.

Spital, Eastham & Civic surgeries have been successful in gaining funding for taking part in collaborative research projects. Spital will use their share of the extra funding to refurbish an office and buy new medical equipment.

Miriam apps have been created to help with Winter pressures, but our uptake is poor due to the location. HSW would like to see a service nearer to us so all practices have equity with the offer of additional appointments.

### AOB

There was no other business.

### DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday, 4<sup>th</sup> April at 1:00pm at Charlotte House**. Speaker to be announced at later date.

An email a week before the April 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](mailto:stephenevans03@hotmail.co.uk)