



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY, 18TH APRIL 2024

CHARLOTTE HOUSE, BEBINGTON 1.00 PM

ATTENDEES

Steve Evans (Chairman), Tricia Harrison (Vice-Chair), Emma Hadwin Spital Surgery, Dr. K Ariaraj, , Austin Joynton, Heather Wrigley, Ian Wrigley, Len Ellison, Pat Carter, Na'amat Little, Doreen Garrett, George Rennie, Ann Evans , Dyls Stevenson

APOLOGIES

Bob Wright, Ann Hampson, Lucy Ferguson, Cheryl Peers, Yvonne Harvard, Susan Milner, Gerry Devine

RATIFICATION OF LAST MINUTES & MATTERS ARISING

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

PRESENTATION BY EMMA HADWIN & DR. K ARIARAJ

The surgery is currently undertaking a 13 week GP IMPROVEMENT PROGRAMME, reviewing working practices and sharing best practice with other surgeries. One of the aims is to release GPs from some admin duties to enable them to spend more with patients. Those admin tasks will be undertaken by appropriate surgery staff.

Emma stressed the importance of promoting and using the NHS App to patients. The App provides huge benefits to patients in terms of booking and cancelling appointments (if required), ordering prescriptions (it is more secure than paper requests), looking at test results and their medical history, to name but a few of the facilities the App offers.

NHS APP - you can order medication, check appointments, cancel appointments, get test results, check your medical record, look at health advice, contact the practice via PATCHS & check the status of hospital referrals.

Pharmacy First is available at community pharmacies, who can treat the following conditions - no need to book an appointment to see a doctor. Those conditions are Earache

(1 to 17 years), Impetigo (1 year & over), Infected insect bites (1 year & over), Shingles (18 years & over), Sinusitis (12 years & over), Sore Throat (5 years & over) & uncomplicated Urinary Tract Infections (Women 16-64 years). Usual prescription charges will apply, patients who are exempt charges will still be exempt

Unfortunately there have been incidents at the surgery when staff have been verbally abused by some patients. This type of behaviour will not be tolerated. Staff need to be treated with respect, as we all do. The surgery has a Zero Tolerance policy and patients may be de-registered if abusive to staff.

PATCHS - admin queries can be submitted from 6am-6.30pm on weekdays via PATCHS.

The improvement scheme has identified the need for a Medical Secretary. Recruitment will start shortly.

The surgery will issue frequent newsletters updating patients of the changes taking place at the surgery.

Emma told us that the end of year stats showed that the surgery achieved almost 100% compliance on targets.

Spring COVID Jabs are now available at the surgery for those eligible (age 75 and over and those immunosuppressed).

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CHAIRMAN'S UPDATE

WHTH TRUST

There is now a video for needle phobic people to watch which will explain the procedure and will prove to be helpful.


The work on the Clatterbridge site is now complete, with the new Theatre & Diagnostic Units fully open. At the end of March 5000 elective surgery procedures had been carried out.


All road ways within the Clatterbridge site are now fully open.

Healthwatch have a Carers Event at Arrowe Park Hospital on 8th June from 11:00am until 3:00pm, with free parking provided.

WIRED have numerous courses and events which are available to Carers and Cared for people.


Stress Management Training


 Monday 29th April

 10am–12pm

 St James Centre, 344 Laird Street, Birkenhead, Wirral, CH41 7AL

SP Energy Network Natter Session


 Thursday 2nd May

 10am–12pm

 St James Centre, 344 Laird Street, Birkenhead, Wirral, CH41 7AL

Caring With Confidence Training

 Thurs 9th May, Thurs 6th May, Thurs 23rd May, Thurs 30th May

 10am–12pm

 St James Centre, 344 Laird Street, Birkenhead, Wirral, CH41 7AL

Dementia Awareness Training

 Monday 13th May

 10am–1pm

 St James Centre, 344 Laird Street, Birkenhead, Wirral, CH41 7AL

GENERAL PRACTICE UPDATE

DNA FIGURES FOR MARCH - 23 GP missed appointments totalling 5.75 hours

18 Nurse missed appointments totalling 5.83 hours

The surgery carried out 843 face to face appointments, and 472 telephone consultations.

AOB

There was no other business, suggestions for presentations at the next meeting were either St John's Hospice Wirral, or the Parkinson's Society.

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday, 6th June at 1:00pm at Charlotte House**. Speaker to be announced at later date.

An email a week before the June 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