



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY, 6th JUNE 2024

CHARLOTTE HOUSE, BEBINGTON 1.00 PM

ATTENDEES

Steve Evans (Chairman), Tricia Harrison (Vice-Chair), Lucy Ferguson Spital Surgery, Len Ellison, Na'amat Little, Janice Buckley & Carol March Parkinson's UK, Wirral Branch

APOLOGIES

Bob Wright, Ann Hampson, Cheryl Peers, Yvonne Harvard, Susan Milner, Ian Wrigley, Heather Wrigley, Austin Joynton, Dyls Stevenson, Mary Jordan

RATIFICATION OF LAST MINUTES & MATTERS ARISING

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

PRESENTATION BY JANICE BUCKLEY & CAROL MARSH, PARKINSON'S UK, WIRRAL BRANCH

The Wirral branch was established in 1991. They have monthly meetings, the first Wednesday of the month from 2:00pm - 4:00pm and held in the RAFA club in Oxton.

They hold activities throughout the month, including chair-based exercise & Rock Steady Boxing, which is held in Wallasey & Bromborough. Plus a variety social activities & trips. A selection of their leaflets can be found in the surgery.

Janice told us that Dr. Mary O'Neill based in Wallasey is lead for Parkinson Patients living in Wirral.

There has been an increase in numbers of people being diagnosed, there is no known reason for this increase.

AGM & ELECTION OF OFFICERS FOR 2024 - 25

There were no new nominations for Chair, Vice Chair or Secretary. Therefore, Steve remains Chair, Tricia Vice Chair, with the position of Secretary still vacant. Len proposed the continuation, with Na'amat seconding the nominations.

CHAIRMAN'S UPDATE

WHTH TRUST

There is a Carers Event to be held at Arrowe Park Hospital this Saturday, 8th June from 11:00am until 3:00pm, with free parking provided.

All information can be seen on the Healthwatch website healthwatchwirral.co.uk

It is Volunteers Week, and various events are being held across Wirral, with current volunteers being thanked and new volunteers being sort.

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

The 2 main lifts on the ground floor at Arrowe Park Hospital are being replaced, with the 1st lift being completed by 19/8/24 & the second by 31/3/25

GENERAL PRACTICE UPDATE

Carole on Reception has retired after 24 years with the surgery.

The successful applicant for post of medical secretary will start in early July. This will help take the pressure of both doctors and reception staff.

Research Admin - Maria is retiring and Joanne Shakeshaft has replaced her and will be working at both Spital & Civic Medical Centre. Dr. Enuma, Registrar, will be leaving in August, with new Registrars starting in July & August.

The surgery Handyman has retired and a replacement is being sought, any recommendations would be appreciated, please let the surgery know.

The Surgery continues to be involved in several research projects.

The Prescription email inbox is to be discontinued at the end of June, Patients are encouraged to register for the NHS app as the safest way to submit requests. Patients can continue to submit paper tear off slips in the usual way.

Following the 13 week General Practice improvement programme, the surgery is to start a 6 week extension of the GPIIP programme looking at admin processes to save time & reduce workload.

In the recent Family & Friends feedback survey the surgery achieved a 96.8% positive feedback result from 218 responses. Our thanks to the surgery staff for their commitment and help at all times.

Surgery Training days are Thursday, 20th June & 10th July. There will be out of hours cover from 1:00pm until close.

DNA FIGURES FOR MAY - 19 GP missed appointments totaling 4.75 hours
26 Nurse missed appointments totaling 7 hours
841 face-to-face appointments
511 telephone conversations

Last week the surgery answered 496 calls, average waiting time was 3 minutes 24 seconds.

NHS App figures - In May there were 48 new registrations, total patients registered 2774 (67% of over 13 year olds registered)

During May there were 4360 log ins to app and 479 repeat prescriptions ordered via app.

PCN UPDATE

There is a new Clinical Pharmacist starting in July, and will be joining Rachel Woods & Gillian Walker.

Jess Brown the Wellbeing Practitioner is leaving. Daisy, Mya & Morgan will all train to be both Wellbeing Practitioner & Health Coaches for the PCN.

AOB

There was no other business.

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday, 5th September 2024 at 1:00pm at Charlotte House**. Speaker to be announced at later date.

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