



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY, 5th SEPTEMBER 2024

CHARLOTTE HOUSE, BEBINGTON 1.00 PM

ATTENDEES

Steve Evans (Chairman), Tricia Harrison (Vice-Chair), Emma Hadwin Spital Surgery, Len Ellison, Na'amat Little, Sonia Carty, Sports Development Officer WBC, Susan Milner, Doreen Garrett, Ian Wrigley, Bob Wright, Cheryl Peers, Yvonne Harvard, George Rennie

APOLOGIES

Heather Wrigley, Austin Joynson, Dyls Stevenson, Ann Evans

RATIFICATION OF LAST MINUTES & MATTERS ARISING

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

PRESENTATION BY SONIA CARTY, SPORTS DEVELOPMENT OFFICER WIRRAL BOROUGH COUNCIL

Sonia told us that the main aim is supporting people with long term health conditions, preventative management and breaking down people's perception of Council sports facilities.

Not all activities are in Council sports facilities, amongst other activities, they also support activities at an allotment in Birkenhead and walking groups in association with the Ramblers. The range of activities is diverse, and to suit all needs.

Health Membership - helping people to get active by offering a £15 per month for 3 months, memberships to Council sports activities. These are offered via a G.P. or Health Professional form, which will be countersigned at no cost to the individual. WBC is the only Council within the Merseyside region which does not offer free membership for those eligible due to health conditions. Sonia is working towards WBC coming into line with other Merseyside Councils to offer free membership for Wirral residents.

Pre Falls Project - aimed at people 40+. They are currently recruiting for a person to lead this project.

Medequip currently deals with falls prevention and will visit people's homes to assess their needs.

Pre & Post Surgery advice with getting people started on appropriate fitness regimes.

Sonia also stressed the importance of hydration, and maintaining a healthy weight.

Sonia currently works with 52 G.P. surgeries across Wirral.

Leaflets can be obtained from the surgery about the various activities on offer.

CHAIRMAN'S UPDATE

WUTH TRUST

There is a Volunteers meeting at this evening APH at 5:00pm for hospital volunteers.

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

Mental Health support is now on offer via 111.

Healthwatch have produced their Annual report detailing their numerous activities.

Wired are holding a Macmillan coffee morning on 11th September at St John's Street in Birkenhead, starting at 10:00am.

Steve & Emma will be attending a Veterans AGM next Wednesday, and will report back at our next meeting.

Sharon Harford has been appointed as the PCN Manager.

The surgery will be closed for the afternoons 19/9, 17/10 & 14/11 for training.

GENERAL PRACTICE UPDATE

Staff News - The surgery welcomed 2 new registrars, Dr. Marianne Pourikkou-James who will be with us for 18 months, and Dr. Hesham Hegazi who will be with us for 2 years.

In the recent Family & Friends feedback survey the surgery feedback results from 258 responses. 237 rated our service as very good, 18 as good, 1 neither good nor poor & 2 poor. Positive feedback was 98.8.

50 patients are asked to comment on their appointment experience each week, with the feedback submitted to NHS England.

Emma told us that feedback mentioned all Clinical Staff by name, and that in general all staff were very helpful. Our thanks to the surgery staff for their commitment and help at all times.

VACCINATIONS - RSV jabs for those eligible in September, with COVID & Flu jabs, again for those eligible in October. The surgery will contact patients who are eligible to make an appointment.

GSK Research - low carbon inhalers are being trailed at the surgery.

DANGEROUS PILLS - sold on 'the streets', there are a number of illicit drugs such as Diazepam and Pregabalin currently for sale 'on the streets'.

ABLE ME - a new service enabling people to be more independent at home.

AUTOMATIC DOORS are being fitted at the surgery on 17th October 2024.

PRIMARY CARE QUALITY SCHEME - this has been set up to monitor and reduce the side effects of medication being prescribed in secondary care.

CARERS IDENTIFICATION - The surgery is trying to identify Carers, especially young Carers.

SHARING PATIENT SAFETY EVENTS - this information is now going on a national database as a learning process.

G.P. CONTRACT - the funding has eroded over the years, and not kept up with inflation.

DRESSINGS & SUTURE REMOVAL - the surgery is not paid to carry out either of these tasks, but will continue to do so as it is realized that patients would have significant travel implications to attend the designated centres.

SCRIPT SWITCH - when prescribing medications often a cheaper version will be 'flagged up' as the NHS choice. The surgery will continue to prescribe the medication they think most suitable despite the additional cost.

G.P. CONNECT - the surgery is not updating information passed to them by Pharmacists as the Pharmacists have access to update records themselves.

CLOUD BASED DIGITAL TELEPHONE SYSTEM - The surgery installed this system at their own cost before the NHS chose this system as their preferred choice. NHS would like Spital surgery to go on the NHS framework, but it would cost the surgery more to change providers. The surgery will remain with their current provider for now.

CLINICAL PHARMCIIST - will now have a presence at the surgery on a Wednesday, as will a MENTAL HEALTH WORKER on a Friday.

Surgery Training days are Thursday, 19th September, 17th October & 14th November. There will be out of hours cover from 1:00pm until close.

DNA FIGURES FOR AUGUST - 14 GP missed appointments totaling 3.5 hours

18 Nurse missed appointments totaling 6 hours

950 face-to-face appointments

488 telephone conversations

Last week the surgery answered 482 calls, average waiting time was 2 minutes 48 seconds.

AOB

Preferred dates please to Steve for a 'Christmas get together' one evening, to be held at Charlotte House if they are able to accommodate us as they have kindly done so on previous occasions.

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday, 7th November 2024 at 1:00pm at Charlotte House.** Speaker to be announced at later date.

An email a week before the November 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