



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY 4th SEPTEMBER 2025

CHARLOTTE HOUSE, BEBINGTON 1.00 PM

ATTENDEES

Steve Evans (Chairman), Emma Hadwin (Practice Manager), Susan Milner, Na'Amat Little, Pat Carter, Dyllys Stevenson, Sarah Rawson (Guest), Charlotte Griffiths (PCN Operations Manager) & Jess Vaughan (PCN Operations Support Officer).

APOLOGIES

Tricia Harrison Ann Evans, Ian Wrigley, Heather Wrigley, Yvonne Havard, Charyl Peers & Austin Joynson.

RATIFICATION OF LAST MINUTES & MATTERS ARISING

There were no matters arising from the last meeting and the minutes were ratified.

PCN NETWORK CLINICAL STRATEGY - CHARLOTTE GRIFFITHS & JESS VAUGHAN

Charlotte Griffiths the PCN Operations Manager and Jess Vaughan the Operations Support Officer gave a presentation on how our PCN will operate moving forward.

Dr. Phil Harris has been appointed as Clinical Director. Between Phil, Charlotte, and Jess they looked at data and they identified three key elements that our PCN needs to focus on - diabetes, access, and frailty (other areas will be picked up over time and as the size of the team grows).

Frailty, there are a high percentage of frail patients within the PCN. Frail patients that the PCN are focusing on are those that live alone, have a high Rockwood frailty score, are not known to services and have had recent hospital admissions.

Access, which includes structured medication reviews, GP and other clinical appointments out of normal hours. From 1st October the PCN will offer 56 hours a week of outside hours appointments.

Diabetes, which is another illness with a high percentage of patients in the PCN - a lot of emergency and hospital admissions have occurred over the last twelve months too. In terms of diabetics, the PCN are looking at high HbA1c scores first and providing the required lifestyle advice.

There will be a document attached with the minutes sent out that will also explain the plans, also see the link below to access this.

[PPG Clinical Strat.pptx](#)

CHAIRMAN'S UPDATE

The NHS App is being upgraded over the next few years to give more health information in one place and for you to be able to manage your care digitally. Healthwatch Wirral wants to understand local experiences of using the app to help with upgrading it. Therefore, they are running a short survey and would like as many people as possible to fill it in. See the link below to fill it in.

[NHS App - Are You Ready for More of Your Health to Be Online? | Healthwatch Wirral](#)

There is a newly dedicated Breast Clinic operating at Victoria Health Centre, Wallasey (VCH). This is a 12-month pilot scheme. The clinic aims to improve patient care and anxiety for patients and offers faster access to specialist assessment and reassurance with immediate referrals if required. Since opening in June 2025, 95% of patients attending the clinic have been discharged with no further treatment needed - so, don't put it off, use this excellent service.

GENERAL PRACTICE UPDATE

DNA figures for August were 11 GP Appointments = 2.75 hours, and 11 Nurse Appointments = 3.6 hours. The average for the rolling 12 months is 14 per month, a total of 169.

There were 776 face to face appointments & 481 telephone consultations in August. The average telephone calls into reception in August were 502 per week. With the average waiting time for calls to be answered, 2 minutes 37 seconds.

The new telephony system (a mandatory requirement within NHS) was due to be implemented in the first week of September, due to technical issues with BT Openreach, this has been delayed. It is now due to go live on 30th September.

PATCHS now must stay live all day, this will take full effect from 1st October.

A new NHS Patient Charter is due out on 1st October. Patients must be able to contact their practice by phone, online via the practice website, or on the NHS App during working hours - 9am to 6.30pm, Monday to Friday. Further details of this charter are available on request from the surgery.

The additional consultation room to be commissioned within the surgery has been approved. Contractors were ready to start on 8th August, but there was a delay with the written contract being finalised, meaning work will be put back. However, to avoid this clashing with the winter flu and vaccine clinics, the new build room will now go ahead for five weeks in February.

A new cohort of medical students are starting in the practice again, starting on Monday 8th September. They will arrive in blocks of two.

Spital Surgery has formed an alliance with Eastham Group Practice and Civic Medical Centre for research studies and funded by NIHR. You may be asked to participate, but you are under no obligation to do so.

MSK self-referral started in June. If you have been in pain for six weeks or more, you can self-refer via the website.

There is no significant update on the building or surrounding areas. No further news on solar panels and planning permission for windows and soffits etc.

Surgery Training Days

Thursday 18th September and Wednesday 15th October are the two dates for the remainder of this year. Further dates to follow soon as and when they become available.

AOB

A Christmas party was suggested once again since last year's was a success. It was agreed to hold one this year on Thursday 4th December at 6pm in the surgery training room, upstairs. More details will follow.

Na'amat volunteers at Brimstage Orchard. Can a leaflet/petition be put up in the surgery to make everyone aware that it should remain an orchard? It is a crucial part of the community, given by Leverhulme Estates and is home to Wirral Pomona Community Group. It could provide a good outlet for those with mental health difficulties. To alter it significantly could potentially ruin it. Emma agreed to display a leaflet.

An email was received to see if we could consider having our meetings of an evening once again. This would benefit those unable to attend during the day due to work or other commitments. We agreed to consider this. But, for the remainder of the winter period, we will stick with daytime meetings, as many feel it unsafe, or won't drive of an evening, or struggle with venturing out in darkness. Also, Charlotte House are not as flexible with allowing us to use their training room of an evening. However, we will consider meetings of an evening in March, May and September next year if we can source a suitable meeting venue. If you have any comments to make about moving to an evening, please contact Steve.

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday 6th November 2025 at 1:00pm at Charlotte House**. Steve will organise a presentation from the Spider Project.

An email a week before the November meeting will be sent out with an agenda 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