



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY, 6^h NOVEMBER 2025

CHARLOTTE HOUSE, BEBINGTON 1.00 PM

ATTENDEES

Steve Evans (Chairman), Tricia Harrison (Vice-Chair), Emma Hadwin Practice Manager Spital Surgery, Chris Puddephatt Spider Project, Na'Amat Little, Ian Wrigley, Heather Wrigley, Susan Milner, Cheryl Peers, Pat Carter, Austin Joynson & Ann Evans.

APOLOGIES

Dyls Stevenson, Bob Wright & Yvonne Havard

RATIFICATION OF LAST MINUTES & MATTERS ARISING

The minutes of the last meeting were agreed.

PRESENTATION BY CHRIS PUUDDEPHATT - SPIDER PROJECT

The Spider Project was originally established as a creative arts project for people suffering from substance abuse, as a form of therapy & relaxation. It then went onto helping those with mental health issues.

Support is also available for families who have a member of their family experiencing issues with the above issues.

They operate an eclectic timetable with a variety of classes & pastimes. Also working with Wirral Met to offer 6-week courses.

They have a crisis cafe both in Birkenhead & Chester, and work closely with rehab centres.

Leaflets about the project are available at the surgery.

CHAIRMAN'S UPDATE

Steve told us that following a recent CQC inspection at Arrowe Park Hospital, the Trust was shown as 'Requires Improvement', as one area did not meet the standards expected.

Healthwatch have recently taken part in the annual PLACE audit at both Arrowe Park & Clatterbridge hospitals.

The date of the Christmas event has now been changed to 5th December, at 6:00pm at the Surgery. All are asked to bring a food/drink contribution on the evening, and to let Steve know what they are intending to bring.

GENERAL PRACTICE UPDATE

DNA figures for April were 21 GP appointments = 5.25 hours, and 67 Nurse appointments = 7 hours.

There were 882 face to face appointments & 444 telephone consultations in October. Average telephone calls to the surgery were 667 per week.

Online consultations PATCHS are now available all day.

The surgery has run very successful Saturday morning vaccination clinics.

From the 1st October, within the HUB there will be enhanced evening & weekend doctors & nurses clinics, with 3 doctors on duty each taking 6 appointments. A cardio nurse will also be holding clinics alongside the doctor & nurse led clinics.

It has been noticed that patients who require an annual review for their ongoing conditions seem to be reluctant to attend for their review, which is vital to monitor and keep their condition stable.

The reception area is undergoing a revamp, once completed there will be one Care Navigator to deal with face to face enquiries, whilst a 'back office' will be created to deal with telephone calls and other duties.

The Healing Paintbrush 6 week course is due to start again on the 7th November.

Future surgery staff training dates are 4/2, 10/3, 14/4, 13/5, 18/6, 7/7, 10/9, 14/10 & 18/11.

Nurse Lucy will begin her 18-month nurse training starting in January. She will continue to practice in the surgery under supervision.

It has been noted that patients are presenting with more than one issue when attending a GP appointment. Due to time constraints these appointments are only supposed to be for one condition.

HSW is becoming a limited company which will benefit HSW and also enable them to pay for legal contracts which they cannot presently do.

Recruitment - A lead for a Frailty Service.

Phlebotomy - There has been an overspend due to the increase in the costs of vials.

Learning Disability Review - Learning Disability reviews will be conducted in January by a nurse with a special interest in this area. We will be in contact with any patients who have not had a review so far this year to book in with Dawn.

The Primary Care Network is still looking to recruit an LD nurse and is looking for applicants.

CWP are assisting by sending two staff members, Alex & Ainsley to help young people under the age of 18 manage their mental health.

Clinical Pharmacist - this vacancy still remains, with Viv from the Pharmacy next door to the surgery currently acting as a Locum until a suitable candidate can be appointed.

The surgery is keen to have noted on patient's records if they require additional help, such as managing technology when dealing with surgery requests or large print notifications, as two examples.

The new updated telephone system has greatly improved the experience for patients.

AOB

Christmas 'get together' 6:00pm on Friday, 5th December at the Surgery.

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday, 8th January 2026 at 1:00pm at Charlotte House**. Speaker to be announced at later date.

An email a week before the January 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