



Patients Group

SPITAL SURGERY PATIENTS GROUP

MEETING MINUTES - THURSDAY 7TH MAY 2026

SPITAL SURGERY TRAINING ROOM 1.00 PM

ATTENDEES

Steve Evans (Chairman), Emma Hadwin, Mary Jordan, Na'amat Little, Susan Milner, Sarah Rawson (Guest), Cheryl Peers, Heather Wrigley & Ian Wrigley.

APOLOGIES

Pat Carter, Lucy Ferguson, Tricia Harrison (Vice-Chair), Austin Joynson & Bob Wright.

RATIFICATION OF LAST MINUTES & MATTERS ARISING

The minutes of the last meeting were agreed.

ROUNDTABLE DISCUSSION

Mary Jordan gave a remarkably interesting overview of her investiture as Mayor that will take place on Wednesday 13th May. She told us about Mayor protocols and of her nominated charities - The Wirral Carers Alliance (Charity) and the Paul Lavelle Foundation. Mary told us about the 'Mayor Bear' that are produced locally. She will keep us informed of any events that are upcoming in the next year, and she gave us the dates of some of the upcoming Mayoral events.

If anyone wishes to hear most of Mary's talk, and of those dates, I can send the recording separately.

AGM

A brief AGM was held, and Steve and Tricia were duly re-elected for the Chair and Vice-Chair roles for another year.

CHAIRMAN'S UPDATE

Na'amat mentioned she had recently attended the People's Emergency Briefing; Steve is also attending one later in May. This briefing is to highlight the plight of the country given its

climate and economic state and it is very worthwhile to attend. Steve will send out the link and QR code to this.

There are new car parking procedures being introduced at both Clatterbridge and Arrowe Park Hospitals this summer. Parking Eye will be responsible for managing it. It will be policed by Automatic Number Plate Recognition (ANPR) cameras. Steve will forward the letter released by WUTH via email for everyone to read.

Steve attended a seminar on Lasting Power of Attorney (LPA). This was extremely interesting and helpful and was organised by Healthwatch, and the seminar delivered by Peter Edwards of Peter Edwards Law. Steve will distribute the details and slides in due course.

The 'closed' gate adjacent to the surgery was discussed. We wait to see what transpires in the next few months.

Steve asked Emma about the building updates from Berry's. Emma told us that planning permission was refused, and no further information was available, although she would speak to Cherry. Susan will check local planning permission details and any minutes' available online, then email details to Emma.

GENERAL PRACTICE UPDATE

DNA's - there were 17 missed GP appointments (4.25 hours) and 15 missed nurse appointments (3 hours). The average is 15 a month, this is deemed reasonable.

Appointment figures for April: 809 face-to-face, 363 telephone consultations.

Number of telephone calls for April was 529. Average call waiting time is 2 minutes. Average queue time for abandoned calls is 3 minutes, and 35 callbacks were initiated.

Two 20-hour positions for Care Navigators are currently available. Cathy and Lin retire in July and will require replacing. 50 applications have been received so far.

Three registrars are currently in post, Dr. Marianne Pourikkou-James who is with the surgery until October. Dr. Rajiv Sharma arrived in April and is also here for 6 months. Also, Dr. Ifi Kojo, new doctor who joined in February.

Dr. Katie Ariaraj is currently on sabbatical for 3 months. Taking her place is Dr. Hesham Hegazi.

The surgery has two new members of the Healthier South Wirral Extended Access team. They will be allocated to the Practice. Terry Young who has already started, and Jenny, who starts on 1st July. Whilst Claire is the new staff member attached to the surgery as a Phlebotomist.

Part of the new Clinical Strategy is looking at frailty and those with severe frailty, not in a care home, living alone, have had recent emergency admissions and not known to social care and are on 10 or more medications. There are 600 in the HSW PCN, and 50% are not known to social care. They are to have a personalised care plan; the surgery will be working within the Community Trust to enhance this.

Access to services is a key factor moving forward, making sure the surgery is coping with the demand for services - like Patches, prescriptions and hospital workload. Cancer screening is another area to be looked at; Dr. Minns is leading on this as he has an interest in this field. The surgery is good at this, but as a PCN we are not so good.

Mental Health is another area for concern with an exceedingly high number of patients with anxiety and depression. We have a few practitioners and a new children's and young person's practitioner too.

Patient feedback is particularly good and is randomised. 205 were very good, 19 good, 8 neither good nor poor, and 5 poor; these seem to be when patients have seen trainees who are not as familiar with the practice.

QOF scores are very good. One of the highest on the Wirral.

The next training sessions for the surgery staff are as follows: Wednesday 13th May and Thursday 18th June.

AOB

We agreed to look at having the next meeting in July, the second Thursday will be the best option. Steve will let everyone know in due course.

There was no other business.

Emma mentioned that The Poppy Factory are in the surgery to talk about military veterans next Wednesday 13th at 1pm if anyone wishes to attend.

DATE OF NEXT MEETING

Our next meeting - This is scheduled to be held on **Thursday 9th July 2026 starting at 1:00pm at Spital Surgery**. 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