



Patients Group

Spital Surgery Patients Group

Meeting Minutes - Thursday 9th July 2026

Spital Surgery Training Room - 1pm

Attendees

Pat Carter, Ann Evans, Steve Evans (Chairman), Emma Hadwin (Practice Manager), Tricia Harrison (Vice-Chair), Georgie Higgins (Healthwatch), Na'amat Little, Susan Milner, George Rennie, Bob Wright, Heather Wrigley & Ian Wrigley.

Apologies

Austin Joynton & Cheryl Peers.

Ratification of Last Minutes & Matters Arising

The minutes of the last meeting were agreed.

Roundtable Discussion

Georgie Higgins from Healthwatch gave a short presentation on what Healthwatch does. Based in Liscard Road, Wallasey, they are a small team of six, funded by the Government and are an independent Community Interest Company (CIC). There is a local Healthwatch in each area of the country, and Spital Surgery is covered by Healthwatch Wirral.

Healthwatch give local people a powerful voice and shapes their health and social care services. They have a statutory duty and can enter and view care homes and other similar organisations. They have a feedback centre to gather people's feedback to help improve health services.

Georgie gave out bags with information leaflets, free pens and keyrings in.

They hold a monthly Bridge Forum online on the second Wednesday of the month with guest speakers from a health/NHS background. Patients are encouraged to send their email address to Georgie if they wish to take part in the Bridge Forums. Healthwatch also have regular surveys and carry out projects. Georgie issued some NHS app guidance forms for help in how to use the NHS app.

If you would like to volunteer with Healthwatch, or you would like any further details on any work, projects or discussion groups they are involved in, please contact them via email on info@healthwatchwirral.co.uk.

Chairman's Update

Steve asked if anyone would like to volunteer to help with writing up the minutes as Tricia has eye issues and cannot focus fully now. Na'amat offered her help, but only if she is available for a meeting.

There is an online Health and Wellbeing meeting this Friday 10th July from 1pm to 2pm as per the email sent out to all last night.

This Saturday 11th July there is a DCMS Youth Consultation Event, again as per the email sent out last night. It takes place in Pilgrim Street, Birkenhead.

Steve reminded the group about the new car parking procedures being introduced at WUTH, both Clatterbridge and Arrowe Park Hospitals went live with a new ANPR system on 1st July. Parking Eye will be responsible for managing it. It will be policed by Automatic Number Plate Recognition (ANPR) cameras, and all car park barriers have been removed. Blue badge holders can park for free by scanning their blue badge on the pay machine on the way out but leaving their clock card in their car window. Staff car parks are signed in orange and patient car parks in blue. A signage system revealing the number of spaces vacant in car parks is supposedly displayed at the entrance to all car parks.

Steve reminded the group about the People's Emergency Briefing, which is to highlight the plight of the country given its climate and economic state. This is Health Alliance backed, and they are working to take the film widely through the NHS. Steve gave out some leaflets pertaining to the briefing, and he will send an email out with the latest link and how you can access the briefing locally,

Student Nurse, Lucy Sullivan is hoping to do some studies later in the year with our group, maybe on lifestyle changes and other subjects. Steve is in contact with her and will let the group know when this will be.

General Practice Update

CQC visited the Surgery on 24th June. The visit went well with interviews taking place with various members of staff and two members of the Patient Group. Emma went through the provisional report with the group. An expected report of 'Good' is expected when the final report comes in. As an afterthought to patient feedback from CQC, Tricia suggested we have a Suggestions Box in the Surgery. Emma will investigate this.

DNA's - there were 18 missed GP appointments (4.5 hours) and 18 missed nurse appointments (6.25 hours). This is deemed acceptable.

The Surgery Annual Complaints meeting took place recently. Eleven complaints were reviewed, three were upheld, five partially upheld and three not upheld and since resolved. Emma gave details of the complaints which she will share redacted details if you wish to view them.

Cathy and Lin retire shortly. Two new members, Helen and Tracy, have been recruited, both have previous NHS experience and will start on 20th July.

AOB

Ian mentioned the latest problem with drugs/medication issued by, in particular the local pharmacy. Some patients have two months of medication on their prescription and then are subsequently issued the relevant two months issued by the pharmacy. However, the current trend is to only issue one month, despite the Surgery script being for two months. This is partly due to a national shortage of some medications. This could lead to a delay in issuing medication, and the Surgery needs to know that this is happening and adjust if necessary. Plus, everybody should be aware of and consider it when ordering scripts for the foreseeable future.

Ian asked if a doctor could do minor surgery/adjustments to patients - skin tag removal and suchlike. Emma informed us that Dr. Simopoulos does this and these minor procedures can be booked after a consultation perhaps on Patches.

A suggestion about a Dementia presentation was mentioned by George as one option for the next meeting. Steve will investigate this.

There was no other business.

Date of Next Meeting

Our next meeting - This is scheduled to be held on **Thursday 3rd September 2026** **starting at 1:00pm at Spital Surgery**. Speaker to be announced at later date.

An email a week before the September 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