Patients Group

Spital Surgery Patients Group

Meeting Minutes – Thursday 3rd September 2026

Spital Surgery Training Room – 1pm

Attendees

Ann Evans, Steve Evans (Chairman), Emma Hadwin (Practice Manager), Tricia Harrison (Vice-Chair), Chris Howell (Research Nurse), Na'amat Little, Susan Milner, Cheryl Peers, George Rennie, Bob Wright, Heather Wrigley & Ian Wrigley.

Apologies

Austin Joynson, Mary Jordan & Patricia Carter.

Ratification of Last Minutes & Matters Arising

The minutes of the last meeting were agreed.

Roundtable Discussion

Chris Howell our surgery Research Nurse gave a talk about Research Studies that are ongoing and planned. Either at Spital Surgery or combined with The Civic or/and Eastham and the relevant pharmaceutical companies. The team meets every other week.

Research is conducted to generate evidence that improves health outcomes and the wellbeing of patients and makes care services effective and sustainable. An example of that work is the RSV vaccine that is now proved as safe. Usually, research studies are at stage 3 meaning that are already safe to use in patients.

Two types of studies are conducted in our cohort. A commercial study backed by Pharma companies. And a non-commercial study, that is NHS and university backed. They work with Clinical Research Network (CRN) to help achieve this. If it is non-commercial, a decision is made on which studies to carry out by talking to GPs and patients. If it is commercial, these tend to be much bigger, even worldwide, and involve bigger organisations. Then we decide what our patients will benefit from, and patients can have a say what research we do – for example, Diabetes, Dementia or Parkinson's and COPD. It is not just vaccines.

Current non-commercial studies are a child vaccine for children, RSV vaccine and bloods and migraine specialist medication and Stabilise, which is looking at COPD patients and infections. A current commercial study is investigating the use of two different inhalers for asthmatics.

Research is not just limited to the Research Team but also comes from other avenues like direct from NIHR. All studies will be linked to a central source, like NIHR for future reference.

Chairman's Update

Flu and Covid clinics are due to start imminently. Invites have already been sent out. Emma will provide further details in the GP update.

Cancer patients have praised the care they received at WUTH. Improvements have been made in 29 areas and cancer care average is 8.9 out of 10. Waiting times in clinic are at 91% as opposed to the national average of 80%.

The new Urgent and Emergency Care Facility (UECF) is now fully open since 1st August. A full report is available on last month's Healthwatch Forum if you would like to read it.

General Practice Update

The surgery summer newsletter was sent out recently. All patients should have received this via email. Certain text messages are now charged to the surgery, so patients are encouraged to accept information via email.

Flu/Covid clinics are imminent, and patients should have received a text to book these. If not, you can book an appointment at reception. The first flu clinics are on Saturday's 10th and 17th September. The Three Stags have extended free parking to an hour during September, as well as usual 30 minutes free parking for flu/Covid clinics Patients are encouraged to have a flu jab at the surgery rather than elsewhere. The RSV Vaccines are also starting in September.

The surgery is receiving a lot of queries about ADHD. Therefore, the waiting lists are very lengthy and are likely to be for the foreseeable future.

The full CQC report is now available to view on the surgery website.

Many patients do not appear to have a next-of-kin on their notes. Patients are requested to update their details as soon as possible.

The partners and Emma are meeting with the landlord on Thursday 10th September to discuss improvements to the building – this is partly in response to the CQC inspection highlighting their concern at the building repairs that need doing. The gate at the rear to the surgery has now been removed.

Extended Access arrangements are now all out-of-hours.

A reminder that the two new Care Navigators, Tracy and Helen, started in July.

The latest cohort of year 5 medical students start on Monday 7th August. The University of Liverpool is conducting an audit on 22nd September to ensure the training environment is suitable for these medical students. There is normally a physical audit every 3 years. Medical student feedback after each 4-week placement is always very complimentary about the experience and teaching they have had in practice. Thanks to our patients who are happy to have an appointment with the students, this is vital for their training, and every appointment is discussed/overseen by one of the GP trainers.

The monthly friends and family feedback is exceptionally good.

There are now two extra extended GP sessions each week that started in July. Dr. Clegg and Dr. James are providing these.

A healthy heart audit is currently taking place. And a medicine wastage message was sent out to everybody. It was not aimed at individuals, but at everyone.

DNA's – there were 22 missed GP appointments (5.5 hours) and 23 missed nurse appointments (6 hours). This is deemed acceptable.

There were 766 face-to-face GP appointments and 358 GP telephone consultations. The average number of calls per week amounted to 491. With an average waiting time to answer of 1 minute 58 seconds. 2 minutes 59 seconds was the average queue time for abandoned calls, and 28 people requested a call back.

The next surgery training day for staff training and GP Protected Learning Time is at 1pm on Thursday 10th September. Then Wednesday 14th October and finally for this year, Wednesday 18th November. As usual whilst the surgery is closed, you can contact NHS111 online or telephone 111 for advice.

AOB

Despite it only being September, Steve mentioned the possibility of a Christmas party in a similar vein to previous years. A few dates were discussed from late November to mid-December. Most people were in favour of a party. Therefore, we will firm a date at the November meeting, with Tuesday 1st December being a good possibility for the majority.

For our next presentation, a suggestion was made to approach a Dementia group. A group from the Stein Centre at St. Catherine's or Dementia Together Wirral are possibilities.

There was no other business.

Date of Next Meeting

Our next meeting - This is scheduled to be held on **Thursday 5th November 2026 starting at 1:00pm at Spital Surgery.** 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