



Patient Participation Group Friday 13th October 2023

Notes of Meeting

PPG Meeting Agenda	
Location:	Village Medical Centre
Date :	Friday 13 th October
Time:	16.00 pm
Attendees:	Steve Howe (Chair), Gerard Fenlon, Alan Courtenay, Barbara Carrington, Claire Bruce, Jan Lambeth
Visitors:	

Topic	Owner
Welcome to Jan Lambeth – The group welcomed Jan to her first meeting	
Apologies Su Winter, Jessie Hughes, Dr Stokes, Julia Codling, John Codling, Hazel Welsh, Leah Fraser,	
2. Matters Arising from last meeting None	
3. Update from Practice a) Staff Changes <ul style="list-style-type: none"> Jodie Roberts started with us in September. She is an experienced practice nurse who has recently moved to the area. She undertakes the whole range of practice nurse duties and will also be undertaking some minor illness clinics. Helena Saddler has been working as a locum practice nurse for the last few months but joined us in a permanent position as a practice nurse in September also. Hopefully this hugely increased nursing capacity will improve access to nursing appointments and chronic disease follow up appointments. We have a GP trainee with us called Dr Kimi Omolokun – she started in August and will be with us for a year. Dr Laura Ross is with us until December sometime. We have another trainee called Dr Steve Brownlee starting in December also. The practice are currently hosting both medical students and a trainee Physicians Associate. These are both fully supervised and any patients who they see will also see a qualified doctor. 	

b) Appointments

- There should be plenty of capacity for appointments currently and looking at today's availability there is still availability on the day and the next pre-bookable appointment is 11 days away

c) PCN Support

- PCN staff continue to support the practice. One of our health coaches is leaving as he has taken up a post in a new role. Our other health coach continues to deliver care at the practice. Physiotherapy still provided at the practice. Pharmacists working alongside GPs to review medications and deal with any medication issues. Approximately 50% of the pharmacists are able to prescribe medicines. PCN nurse team currently providing flu/covid vaccines to housebound patients across the PCN.

d) Telephone System

- The system still giving problems and two further examples were given at the meeting. Some work carried out to the router which has helped. However Alan still feels the system does not deliver what the Practice needs and would like to bring the contract to an end prior to its expiry in around two years time. He is due to have an online meeting with a BT representative next week.

e) Online support including Patches

- Patches is fully rolled out. Feedback from patients is generally good. However the Doctors find it a bit "clunky" and are hoping it will be improved further. There is also plans to have an AI element to the programme in the future which may help.

f) Flu and COVID Jabs, over 65's, under 65's

- Flu jabs – used all of our first delivery of over 65s vaccines – second batch delivered on 9th October and more clinics to follow. Under 65s flu's are almost fully booked with not many left to give. Childhood nasal flu similar.

g) General Update

- Registration – online registration process being introduced for new patients which will speed up the process
- Veterans – aim to identify more veterans and get accreditation as a Veterans Friendly Practice

4. Wallasey Wellbeing PPG

- Report back meeting – Tuesday 25 July – Visit to the Flourish Wellbeing Hub at VCH, very impressive
- Next meeting postponed due to ongoing organisation changes discussion. No news yet but this is likely to be linked to the fact that March 2024 marks the end of the initial 5 year period for the PCN's. Also the two Clinical Directors have stood down and a temporary Director appointed for the time being.

<p>5. Appointments after Blood Tests:</p> <p>If you have an appointment for a blood test or a jab the online booking system will not allow you to book a follow up with a GP until after the test/jab etc.</p> <p>The system should differentiate routine from Doctor's appointments for continuity and relevance.</p> <p>Alan confirmed that this was the case with online appointments and there was not much flexibility in the system.</p> <p>It was possible to book follow up appointments in these situations but they must be by telephone or by person. This seemed to be the best workaround suggested and look to leave about a week between the blood test and the follow up appointment to ensure the results have been received.</p>	
<p>Date of next meeting – January 2024</p> <p>Subject to confirmation with Practice</p>	