



## Patient Participation Group Friday 28<sup>th</sup> April 2023

### Notes of Meeting

Location:	Village Medical Centre
Date :	Friday 28 <sup>th</sup> April
Time:	16.00 pm
Attendees:	Steve Howe (Chair), Claire Bruce, Jessie Hughes, Alan Courtenay, Barbara Carrington, Julia Codling, John Codling
Visitors:	

Topic	Owner
<p><b>Apologies</b> Gerard Fenlon, Dr Stokes, Su Winter, Leah Fraser,</p>	
<p><b>2. Matters Arising from last meeting</b></p> <p><b>a. Cycle Rack</b> - has arrived. Awaiting builder to put a concrete base and assemble. Should be in place soon.</p> <p><b>b. Appointments</b> - Combination of online, pre-bookable and same day appointments available. Patients should be given option of telephone or face to face depending on their needs and presenting complaint. We have routine appointments available from about 10-11 days in advance. Reception triaging appointments to some extent to ensure patients are directed to the most appropriate service. For instance, patients presenting with new musculoskeletal problems may be directed to a first contact physiotherapist for assessment initially.</p>	
<p><b>3. Update from Practice</b></p> <ul style="list-style-type: none"> <li>• Staff changes – Dan Hitchmough (HCA/Phlebotomist) has left the practice. Practice are recruiting a new phlebotomist/HCA but managing current demand using our other phlebotomist and have a locum nurse, Helena Sadler also providing some support to the practice. Dr Laura Ross, final year GP trainee, joined the practice this week and will be with us for the next 7 months. Practice will continue to take 3<sup>rd</sup> year medical students on 4 weekly rotations.</li> <li>• Current Issues – No particular issues.</li> <li>• General Update – New electronic booking in screens have arrived in surgery and should be fitted in May. New/additional chairs for waiting room and meeting room – ordered in November. Keep being delayed. Latest from company is that they will be delivered in May.</li> </ul>	

- PCN – new Clinical Directors have started – Dr Paul Wilson and Dr Richard Dufton are sharing the role. Both from Sommerville Medical Centre. They have taken over from Dr Sumathi Ravichandran who has stepped down from the post. St George’s Medical Centre have joined North Coast Alliance PCN and left Wallasey Wellbeing PCN as of April 2023.
- Dr Oliver Wright – passed his final GP examinations yesterday so many congratulations to him. He will be leaving the practice at the start of August when his training post comes to an end.
- Patches – This is a new online way of contacting the surgery whether it be a medical question or contact the admin staff and will be replacing “E-Consult”. The plan is to reply to any queries within 48 hours. The group were asked to try it out and give any feedback to Alan
- GP New Contract – The new contract has reduced to main targets from 35 to just 5 and the key emphasis is improving patients access to medical and other appointments. The Primary Care Network is taking a lead in this area and the Practice will implement any changes as soon as possible as well as improving “Signposting Services”.
- Alan recommended the group to visit the **Wirral Info Bank** website which lists local charities and agencies which support residents and is a good first point of contact.

The group mentioned that the Reception and Waiting area does get very busy at times and wondered whether the left side of the reception area could be used more when the new chairs arrive. Alan mentioned that there was an issue regarding privacy with consulting rooms being accessed from this side. However he would review the situation when the new chair had arrived.

#### 4. Wallasey Wellbeing PPG

The notes of the last two meetings and a number of presentations were circulated with the agenda and they update members on the latest developments at the Primary Care Network. Some key points are listed below:

- Health Coaches** – Very good presentation as well as a separate talk by the leaders of Wellbeing Walks in the area. It is possible to self-refer to see a health coach. You just have to ask for an appointment at Reception.
- Frailty Team** – Again an excellent presentation by the leader of the Frailty Team. The team has only been established a year but has achieved a great deal in that time. It carries out regular visits to the local Care Homes together with home visit for housebound and frail patients. They are able to talk to the patient’s GP while on a visit to update treatment. This has helped reduce the workload of GP’s in this area.
- Social Prescribers** – Information sheet circulated. It is hoped to organise a presentation by a social prescriber to a future meeting of the Wallasey Wellbeing PPG.
- Opportunity to send extra delegates to future meetings** – Steve will circulate dates for future meeting to see if any in the group would like to attend.

e. **Notes of meetings** – There was some concerns expressed that funding will be reduced now that the PCN is down to five GP Practices. Alan said that arrangements were being made to reorganise some services which had been previously carried out at st Georges. For instance a Physiotherapist now visits our surgery once a week. The new operational manager of the PCN was not too concerned regarding the financial position. Future updates will be given to meetings of both groups.

**Date of next meeting – Friday 7<sup>th</sup> July at 4pm**