



The Village Medical Centre

Patient Participation Group Friday 3rd February 2023

PPG Meeting Notes	
Location:	Village Medical Centre
Date :	Friday 3 rd February
Time:	16.00pm
Attendees:	Steve Howe (Chair), Leah Fraser, Gerard Fenlon, Alan Courtenay, Barbara Carrington, Julia Codling, John Codling,
Visitors:	

Topic	Owner
<p>Apologies Su Winter, Claire Bruce, Jessie Hughes, Elaine Evans, Dr Stokes, Hazel Welsh</p>	
<p>2. Matters Arising from last meeting</p> <p>a. Reception Toilet - awaiting further building works to ensure it is fit for purpose, therefore remains out of action, but do still have a functioning disabled toilet for patient use</p> <p>b. Cycle rack for Practice – Practice have received confirmation of funding and building work on this should start once funding actually received.</p> <p>c. Appointments - current wait for routine appt around 8-9 days. Continue to offer lots of book in day for more urgent appts. Mixture of face to face and telephone depending on problem and needs of patient. Seeing well over half of all GP appts face to face and nearly all nurse appts are face to face. Some pressure on nurse appts currently due to staff sickness but have arranged some temporary cover. The Group confirmed non urgent appointments working well. The only problems were with urgent on the day appointments and the telephone system early in the day. Alan confirmed that there still problems with the new telephone system early in the day.</p> <p>d. Privacy Issues at reception - still awaiting screen. Have been problems with company supplying. Looking into new supplier. Two “Check-In “ screens would soon be installed in the reception area.</p> <p>e. Cancer Care Co-ordination – Practice has new member of PCN staff in place now – Sarah Pritchard</p> <p>f. Dermatology – The Primary Care Network organises clinics in this area.</p>	
<p>3. Update from Practice</p> <p>a. Staff Changes - interviewing for additional reception/admin staff, Trainees have switched over this week so Helen Sipos has left and Frankie Walser has returned. Also have medical students now. Temporary nurse cover being provided by Helena Sadler who has previously worked in surgery as HCA but now a qualified nurse. The group asked how many doctors were currently working in the Practice. Alan said there were five partner doctors, two salaried doctors as well as the Registrars currently working in the Practice.</p>	

<p>b. Current Issues - nurse sickness – as above, IPC (infection Prevention Control) inspection – did very well scoring 92%. Improvement Grant Secured for media screens, check in screens and Bike rack. New Chairs for meeting room – still waiting!!</p> <p>c. Restart of General Check-ups - NHS health checks for 40-75 year olds are every 5 years and we do these. The Practice does not have the capacity for annual health checks. Chronic Disease reviews – were only paused for a very short period during first stages of covid and been back up and running for last couple of years. New patient medicals ongoing, Learning Disabilities Health Checks ongoing. Other patients with concerns about their health see GP in usual way.</p> <p>d. General Update - Acute Respiratory Hubs – seeing patients with acute respiratory problems such as chest infections, started 9th Jan, in place until 31st March. Run from Birkenhead Medical Centre for all patients on Wirral. Provides additional capacity, freeing up some appointments in practice for other patients.</p> <p>Acute Home visiting service – PCN service provided by paramedics to see patients requiring a same day home visit.</p> <p>Frailty housebound service – again PCN service providing routine home visits for frail older patients who may require an non urgent visit.</p> <p>NEW PCN Clinical Director – Sumathi Ravichandran has stepped down and Dr Wilson and Dr Dufton from Somerville Medical Centre will be sharing the role going forward.</p> <p>Blood Pressure Monitors – The Practice had a stock of these to be loaned out to patients who needed regular BP tests</p> <p>Staff Feedback – Gerard reported that a patient had specifically asked him to report the excellent service received from Patsy. She had been really helpful and gone “Above and Beyond” what is normally expected. Another Patient had reported they had been treated by three separate young doctors recently and all three were excellent.</p> <p>Missed Appointments – The group asked whether data is published in the surgery and on social Media on the number of missed appointments each month. Alan confirmed this was not the case at present but would look into publishing this in the future.</p>	
<p>4. New Wallasey Wellbeing PPG</p> <p>Next meeting to be held at The Village Medical Centre next Tuesday 7th February @12.30. The PCN consists of Six Practices at present, all of which are represented in this group.</p> <p>The theme for meeting. “Physical Health” with talks by a Health Coach and organisers of Ramblers Wellbeing Health Walks.</p> <p>Steve will report back to the next meeting.</p>	
<p>Date of next meeting – Friday 28th April at 4pm</p>	