



The Village Medical Centre

Patient Participation Group Friday 16th August 2024

Notes of Meeting

PPG Meeting	
Location:	Village Medical Centre
Date :	Friday 16 th August
Time:	14.00 pm
Attendees:	Steve Howe (Chair), Claire Bruce, Julia Codling, John Codling, Jan Lambeth, Sue Foley (Reception Team Leader), Dr Fletcher
Visitors:	

Topic	Owner
<p>Apologies</p> <p>Alan Courtenay, Leah Fraser, Barbara Carrington, Gerard Fenlon</p>	
<p>2. Matters Arising from last meeting</p> <p>Publishing data re missed appointments</p> <p>How long before the Practice is able to publish monthly data?</p> <p>Sue confirmed that the monitor above reception shows the missed appointment data. She is not sure whether this has been expanded to give additional data as mentioned at the last meeting.</p>	
<p>3. Update from Practice</p> <ul style="list-style-type: none"> Staff changes GP Trainees – Dr Kimi Omolokun has completed her year long placement with us and a new trainee is starting at the end of August. Dr Steven Brownlee remains with us until June 2025. Congratulations to Dr Laura Ross who has completed her training and will be leaving in the next couple of months to take up a salaried GP post in Cheshire, closer to her home. Additional Services RSV Vaccine – A new vaccine against Respiratory Syncytial Virus is being launched in September. RSV is a common cause of Bronchiolitis in children and Chest infections/pneumonia in adults. The vaccine will be available to pregnant women after 28 weeks of pregnancy (to protect the newborn baby once born), adults turning 70 years old after 1st September and a catch up campaign for adults 75-79 years old. 	
<p>4. Update on new telephone system</p> <p>Sue is pleased with the new telephone system and it gives a better experience for both patients and the Reception Team. It produces more live information on the number of patients waiting and also gives the patient the option of a call back when they reach the top of the caller list</p>	

5. Wallasey Wellbeing Update

Dr Fletcher feels the collaboration arrangements with Moreton and Meols is going well and she meets with the head of Moreton and Meols PCN on a weekly basis. She mentioned some projects that have been developed since April

- An integrated pharmacist service is working over both PCN's and ideas and best practice are being shared which is leading to a better service.
- A Frailty support project is being developed across the two PCN's which will expand the number of patients receiving this service. This builds on the work that the Wallasey Wellbeing PCN had achieved, and will include the Community Team giving an improved service to more patients.
- The Head of Moreton and Meols PCN , Dr Jenny Harris, will be invited to the next Wallasey Wellbeing Co-operation Patient Group to discuss the expansion of that group to include patients from Moreton and Meols.

6. Autumn Flu and COVID Jabs Programme

The likely timetable for the vaccine programme is as follow:

- September – the new Respiratory Syncytial Virus (RSV) will be delivered
- September/October – As usual this will start in the Autumn. Children and Pregnant women will be eligible in September (most children to be vaccinated in schools rather than the GP practice) and Adults in clinically at risk groups, over 65yrs old or living in a care home, from October.
- October – This is the likely date for the COVID autumn vaccine for the elderly and patients at risk. It will be delivered by the Wallasey Wellbeing PCN as in previous years. We are waiting for exact roll out dates from the government.

7. BMA GP Collective Action

Are the Practice planning any action and what impact will this have on Patients?

Note from Dr Stokes - Following the results of the BMA Ballot of GPs in which 98.3% were in favour of industrial action, the practice are now considering what action they may take. We are keen to ensure that any action taken does not diminish the quality of care we provide to our patients. We are taking advice from our local medical committee in conjunction with the BMA and will keep the PPG and patients informed of any action taken.

Dr Fletcher confirmed that there was no action planned at present and there was a feeling that the new government should be given the chance to address the fall in funding to GP's. The BMA had a publicity campaign to explain the current position and how there funding had been reduced in real terms.

8. Any Other Business

Patient Access Login Issue- John Codling raised this issue. When trying to login to Patient Access (using facial recognition) it refused and asked for id and password. Occasionally this happens to check the bona fides. But as an additional line it wanted me to download an App to hold security with a monthly charge. I could not get past this to access PA so we've abandoned PA and now only use the NHS App. Is this a feature that's been experienced by others and have they given up on Patient Access?

Steve confirmed he had experienced the same problem and now uses the NHS App to access most

services.

The group suggested a number of possible solutions and mentioned the availability of Free Authenticator Apps such as Google and Microsoft.

Professional Associates (PA) – There is still some negative press regarding Professional Associates and the group wanted some reassurance that the practice is confident that any employment would be properly supervised. Dr Fletcher confirm that Wallasey Wellbeing PCN employs one PA and she was doing an excellent job. Her main job was to visit all the care homes in our area to check on the health of the residents. Any health issues are then reported back to the GP's to decide on the treatment to be followed.

Date of next meeting – November 2024

Subject to confirmation with Practice