



# The Village Medical Centre

## Patient Participation Group Friday 22nd November 2024

### Notes of Meeting

PPG Meeting Agenda	
Location:	Village Medical Centre
Date :	Friday 22 <sup>nd</sup> November
Time:	14.00 pm
Attendees:	Steve Howe (Chair), Julia Codling, John Codling, Jan Lambeth, Barbara Carrington, Alan Courtenay, Dr Fletcher
Visitors:	

Topic	Owner
<p><b>Apologies</b> Su Winter, Gerard Fenlon, Claire Bruce, Dr Stokes, Jessie Hughes</p> <p>Su Winter has informed Steve that she is stepping down from the group because of long term health issues and problems with stairs</p>	
<p><b>2. Matters Arising from last meeting</b></p> <p>None</p>	
<p><b>3. Update from Practice</b></p> <ul style="list-style-type: none"> <li>• Staff changes – New receptionist starting in the next few weeks. She has a lot of prior experience working in another surgery and also has some experience in data management. We look forward to welcoming her to the practice.</li> <li>• Appointments – From a practice perspective it seems these are being managed well at present with pre-bookables always available within the next 14 days and usually less than this and on the day appointments available for urgents. New phones system also appears to be working well and practice are not receiving any complaints about the phone system now. Always interested to hear about patient feedback and any issues patients are experiencing. <b>The group felt the telephone and appointment systems were working well and compared really well with other practices</b></li> <li>• Additional Services – no changes here. Continue to offer Extended access appointments with a nurse or GP on a Tuesday evening, First contact Physiotherapy, Mental health practitioner, Acute visiting service, Frailty service, Care home service and more. Dr Barfield continues to provided minor surgery and joint injections in house. Dr Behan will soon be offering Intrauterine Coil insertion in house.</li> </ul>	

<p><b>4. Publishing data re missed appointments</b></p> <p>Alan reported that the proposal to include more information regarding missed appointments had been delayed because of workload issues. However he reported that the new telephone system had a “Check and Cancel” option which allowed patients to cancel an upcoming appointment without having to talk to a receptionist.</p>	
<p><b>5. Update on progress of the Moreton and Meols Collaboration Agreement</b></p> <p>Steve reported the last Wallasey Wellbeing PPG Group had been attended by Fiona Harle who was the Operational Lead manager of Moreton and Meols PCN. Fiona agreed that good progress was being made on the new Co-Operation agreement and confirmed that the two PCN’s shared a similar vision on how PCN’s should work and they shared a similar business approach to employing staff and cooperating with other agencies.</p> <p>Dr Fletcher reported that the two organisations were working towards one combined organisation but accepted that this will take time and it was better to follow this approach and get the final organisation right. In the meantime the two boards had agreed that Fiona Harle will take over the Operational Management role in both organisations from the middle of December.</p> <p>Good progress had been made in the “Ageing Well” system where patients were being identified as needing more help to allow them to stay in their own home.</p> <p>Also the development of integrating community nurses with GP’s was having good results and was being recognised nationally.</p>	
<p><b>6. Progress on Autumn RSV, Flu and COVID Vaccine Programme</b></p> <ul style="list-style-type: none"> <li>• Flu – Delivered over 1300 flu vaccinations so far. Still working to vaccinate anyone eligible. All eligible patients have either received vaccination or had at least 2 invites now</li> <li>• RSV – All eligible patients have either received the vaccination or received 2 invites. 210 out of 354 eligible 75-80 year olds have now been vaccinated.</li> <li>• COVID – This had been rolled out at VCH together with the national options of using local pharmacies and other venues</li> </ul>	
<p><b>7. Initial thoughts on the impact of the new Labour Government on GP Services</b></p> <ul style="list-style-type: none"> <li>• Thoughts on Labour Government – Practice prefers to remain non-political. Wait to see what the new Health secretary has to offer General Practice as currently no details. Budgetary changes re rise in NI contributions for employers will significantly impact the practice with no provision for general practice currently being made to cover this rise. A lot of pressure from BMA for the Health Secretary to make provision for practices with regard to this.</li> <li>• Dr Fletcher also added that the new government was likely to continue supporting the approach of GP Practices working together through Primary Care Networks (PCN’s). This was good news.</li> </ul>	

<p><b>8. Update on BMA GP Collective Action</b></p> <p>Are the Practice planning any action and what impact will this have on Patients?</p> <p>Collective Action – no changes since last meeting with no real issues regarding having enough available appointments for patients.</p>	
<p><b>9. Draft PPG article for monthly newsletter</b></p> <p>The draft article had been circulated with the agenda and the group thought it would be a good idea to include a version of it in the December newsletter. It would also be great if we could get two or three new members of the group for 2025 on the back of the newsletter.</p> <p>It was agreed that Alan could make changes to the article to enable it to fit on one page. Steve would send over a “Word” version of the article so he could make those amendments</p>	
<p><b>Date of next meeting – 28 February 2025 at 2pm</b></p> <p>Subject to confirmation with Practice</p>	