# Minutes

## Attendance

Present –Ken Lowe, Ann Rothwell, Carol Berry, Bernard Carine, Jean Washbourne, Helen Graham (Chair)

From the Surgery –Practice Manager - Sarah Thompson, GP - Dr Mel Ozkan

Apologies: Sheila Sides, Alan Sides, Catherine Field, John Taylor, Lynn White, Heather Amer, Brian Kneale, Andrea De Cort, Mike Hilton, Roger Exley

## Minutes of the last meeting

The minutes from the last meeting were circulated to the group and are now publicly available on the practice [website](https://www.ainsdalemedicalcentre.nhs.uk/about-us/patient-participation-group/)

The PPG's terms of reference have been sent to Andrea to be approved. Helen will circulate them with the minutes.

## CCG PPGs engagement meeting

Helen attended the Quarterly meeting around practices growth and development to deliver a talk on the successes and challenges of developing a PPG. Helen suggested a starters guide for other PPG, mentioning the need for a generic email, social media account, the need for speakers, and the suggestion for having email addresses made available for all 'Chairs'.

## Practice Update by Sarah

The Surgery has two new Receptionists, Jane and Diane, settling in well.

We currently have building work, creating a sizeable consulting room for the Nurse and changing the size of two existing rooms to allow for better patient access. This work will be completed by the end of July 2022.

The Surgery is dealing with a high demand for appointments. Once all the appointments have been exceeded for the day, patients who feel their appointment is urgent are directed to Medloop, 7-day service, Community Pharmacist or NHS111.

Medloop is an extension of GP services that can deal with urgent on the day medical care, they also do face to face appointments on Monday and Tuesdays, but this may change in the future.

The Receptionist doesn't decide who will be seen at Medloop, 7-day, Community Pharmacist or NHS111, but they offer these services once all the appointments have gone for that day.

The Community Pharmacist can deal with various symptoms, and the Receptionist follows an online triage questionnaire with the patient to identify if they can follow this route. The Pharmacist telephones the patients within a 2–3-hour time frame. If necessary, they can refer the GP if they feel the patients need to be seen urgently.

There is a new drug and alcohol service for Sefton Residents called Change, Grow, Live. This replaces the name Ambition Sefton but not the service they offer.

This service helps adults, children, young people, and families struggling with drugs or alcohol and can support people through their journey to recovery.

Information can be found on the surgery website and on Facebook. Their website address is: [www.changegrowlive.org/sefton/referrals](http://www.changegrowlive.org/sefton/referrals)

The Surgery has two MacMillan Cancer support workers, Helen Callow and Donna Forshaw.

They offer a one-to-one consultation that can provide a listening ear to the patient or their carers, helping address any non-clinical worries or concerns they may have by signposting or referring to local and national support.

Sarah has arranged for Helen and Donna to do a presentation at the next meeting in July.

Planning ahead - Flu clinics – Sarah is looking into dates for October. We are delivering on (hopefully) 3rd October, so we will speak to the Methodist Church about booking Wednesday, 12th and 19th October – all-day sessions. Ken Lowe mentioned arranging for HealthFare stalls in the main hall. Dates are to be confirmed to be discussed again in July.

## Speaker suggestions for 2022 meetings

July – MacMillan Cancer Support Workers (Helen and Donna). Sara Davies, Community Pharmacy Engagement Officer, has been approached.

November – Danika Fyles 7-Day Service.

Ken discussed a Professor delivering a talk on Rheumatism. It could be a joint event with other PPGs, and would the PCN help promote this? Paul Ashby was mentioned as a contact the help facilitate this. Ken will look into dates and let the group know.

## Any Other Business

Helen has decided to step down from the group after serving five years as the 'Chair'; her contribution to the group has been invaluable. Helen has decided it's time to pursue other available opportunities.

**Requests to nominate to stand for Chair can be sent to Sarah Thompson –** [**sarah.thompson19@nhs.net**](mailto:sarah.thompson19@nhs.net)**. The option of having a Vice-Chair was also mentioned; if you are interested, please can you email Sarah.**

**Nominations for a Secretary to assist the Chair as indicated in the PPG Practice pack Appendix B; if you are interested, please can you email Sarah.**

Helen will do a handover once a 'Chair' has been nominated.

Helen made suggestions that the 'Chair' could stay in post for two years minimum but have the option to be re-elected for up to six years in total.

Suggestions were made for the AGM meeting in September to be face to face during the Surgery; this needs to be confirmed at the next meeting in July as to whether everyone feels comfortable. It was thought that meetings with speakers would continue virtually.

All future meetings in 2022 will be on Tuesday evenings 6:30 pm – 7:30 pm

 Tuesday 5th July 2022 (virtually)

 Tuesday 20th September 2022 (AGM) (Face to Face? At Ainsdale Medical Centre. TBC)

 Tuesday 15th November 2022 (virtually)