



Minutes

**Meeting Wednesday 14<sup>th</sup> June 2023 – Location: Ainsdale Medical Centre, face to face**

**1. Attendance**

Present – Ken Lowe, Brian Kneale, Len Morris, Jean Washbourne, Ann Rothwell, Linda Macdonald, Carol Berry, Bernard Carine.

From the surgery – Assistant Practice Manager – Jenna Jones, Secretary – Chelsey Byrne, Receptionist and Carers Champion – Jill Molloy

Apologies – Peter Lennon, Andrea De Cort, Catherine Field, Heather Amer, Lynn White, Roger Exley, later from Sheila and Alan Sides

**2. Minutes of the last meeting (March 2023)**

Minutes from March meeting approved by email and posted on AMC website.

**3. Practice Manager Update**

Same Day Service which was held at Southport Hospital came to an end at the end of March, likely due to funding. It was hoped to be extended.

Tilly Daish our Physician Associate started in May. Although she cannot prescribe, she consults in a similar way to a GP. She takes history of the problem, performs observations, recommends medication and reviews with a GP who can then prescribe. Discussions were held as to the difference between a PA, Nurse, ANP. Jenna explained that a ANP can prescribe whereas a PA and Nurse cannot. Nurses perform things such as blood tests, ECGs, annual reviews etc whereas a PA consults in a similar way to GP.

Annual reviews were addressed to which it was explained that we try to do one annual review for those who have multiple conditions. If consulted in the pharmacy, we are informed and provided with record of consultation so that patient records can be updated. This is also the case if they have their flu jab at the pharmacy.

Elaine Wilcock, our new Nurse started in April and is working 4 full days.

The Meds Management Team are organising medication reviews, generally for those who are on 10 medications or more. They will offer support and patients will receive an invite via telephone.

We are looking to recruit a Physiotherapist to work at the surgery on a full-time basis. This is still at the very early stages of discussion so further information will be provided at a later date. It was suggested that this service will likely be similar to the 7 Day GP physio. Further details will follow in due course.

The surgery is holding a carers and veterans event on Wednesday 16<sup>th</sup> August. This will be a drop in event between 1-3pm. This will be held to promote the services available to carers and to provide support. Social Prescriber, Vicky Abban and somebody from the Royal British Legion Veterans Hub will be invited to attend. PPG members are also welcome to come along to the event to offer support, signpost or to find out if there is anything more, we could do to help. The event will be advertised in the waiting rooms via posters – it was agreed that the wording on the posters needs amending slightly to ensure that the poster is clear on the purpose of the event.

A hand out of the latest figures was handed out to PPG members highlighting appointments offered throughout March-May including Doctors, Nurses and DNA rates. Partners did not want DNA figures to be displayed in the waiting rooms as they saw this as a negative. Patients are provided with an option to cancel their appointment on the text message reminder or can phone the surgery to cancel if the appointment is no longer needed. Appointments offered has increased this last quarter.

On-line appointments for cervical screening went live in May. Now that covid screening has gone, PPG queried when will we get back to normal? They are keen for on-line appointments to be available. Jenna will feed this back to Sarah. Nurse appointments are especially difficult to book this way due to the variety of the type of appointments/timeframes/who does what etc.

#### **4. September Flu Clinics 20<sup>th</sup> and 27<sup>th</sup> September.**

Flu clinics will be held at the end of September in the Methodist Church and the ALL Healthfare organised by Ken Lowe will take place again within the main hall. We may look into putting together another questionnaire for patients. PPG are happy to help if needed but feel there were too many of them last year. Arrangements will be made via Ken.

We have ordered our flu vaccines early this year. Patients will be covered for the full flu season should they have their vaccine early.

**5. Speaker suggestions update for 2023 presentations. These will be online and usually 1 hour from 17:00pm. Best day for members?**

Len has recently received an award and could potentially have discussions on pollution, what we breathe in, chemicals, masks and damage that can be caused. Arrangement to be made via Ken.

Also, suggestion of a discussion regarding Mental Health in younger people, depression, anorexia etc. Could Mersey care or The Life Rooms be contacted?

Anyone has access to these talks which are advertised on AMC website.

Any suggestions to be emailed to Ken.

**6. Meeting Dates 2023/2024**

13<sup>th</sup> September 2023, 12:30pm (Apologies - Jean Washbourne)

15<sup>th</sup> November 2023 (Plus AGM)

20<sup>th</sup> March 2024

**7. Any Other Business**

PPG member asked what is the usual way to find out any test results such as blood test results? Information about this can be found on AMC website. We would ask the patient to contact the surgery for their results. Results can also be viewed on the NHS App.

PPG member asked how they would obtain full access on the NHS App. Once the NHS App has been downloaded, basic access is automatically granted and they can then request full access by contacting the surgery. A text message will be sent to the patient and a letter with T&C's will be posted to their home address. Once this letter is received, the patient would follow the link sent in the text message and follow the instructions provided. Once this step has been completed, the patient will be contacted and asked two security questions before the request is then sent onto the GP to complete the request.