

Minutes

**Meeting 15th March 2023 – Location: Ainsdale Medical Centre, face to face**

1. **Attendance**

Present – Ken Lowe, Len Morris, Ann Rothwell, Sheila Sides, Heather Amer, Bernard Carine, Andrea De Cort

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

Apologies – Mike Hilton, Peter Lennon, Lynn White, Linda MacDonald (New), Roger Exley, Carol Berry, Jean Washbourne, Alan Sides

1. **Minutes of the last meeting (Sept 2022)**

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

1. **Update from National Association (NAPP)**

Last AGM meeting was very interesting, lots of ideas in place. Happy to leave it as it is for now. Annual cost of £40 paid by the practice.

1. **Practice Manager update, including patient survey results 2022.**

PATCHs went live 31/01 and is replacing E-consult, which is no longer funded. Online consultations are saved directly into patient records. Positive feedback received so far. PATCHs can be found on our website and is easy to use.

It was suggested that it would be a good idea to get patient feedback from those who have used both e-consult and PATCHs – patient survey perhaps?

General discussion about Patient Access and NHS App – NHS App preferred. This is already advertised via our website. It was suggested that it is also mentioned on the next newsletter.

Building work finally completed and opened on 10th March by Shirley and a long-standing patient. Dr Ozkan has moved downstairs. Photo’s to be added to website.

On-line appointments: We cannot offer GP appointments online yet due to covid screening however, from mid-May cervical screening appointments will be available to book on-line via the NHS App on a 3 month trial basis.

Same Day Service is now live and held at Southport Hospital. This is a service providing extra GP appointments when surgery is at capacity. This is not a drop-in centre. Appointments are to be booked via the GP. This service is also used by A&E for patients who turn up with an issue which should be dealt with via a GP. This service has been available since 23rd January and will run until the end of March although we are hoping this will be extended. PPG members keen to get this information out to patients.

Dr Kehinde has now completed his training and has left AMC.

We now have two new junior Doctors doing their GP training – Dr Olu and Dr Mohab.

Dr Skelly is now working occasionally as a locum Doctor when needed. Has previously worked at the surgery as an F2 under Dr Weindling.

PPG were provided with handouts of GP Survey results 2022 and figures for number of GP/ANP appointments offered, telephone appointments with a GP, nurse appointments and DNA appointments. The figures also highlighted the number of telephone calls received. Interesting to note the amount of DNA appointments. Discussed highlighting this, possibly putting something up in the waiting rooms on a weekly/monthly basis or on our website. Patients have the option to phone the surgery or reply to the appointment reminder via text to cancel their appointments if no longer required.

We now have a lot more pre-bookable appointments. Telephone calls are increasing due to demand.

Ken mentioned about comparing figures from last winter.

We have a new Physician staring on 29th March – Tilly Daish. She can see and diagnose patients but cannot prescribe although she can make suggestions to the GP. Hoping she can join us at the next PPG to explain more about her role.

Jill Molly introduced herself as our Carers Champion. We have 300 patients coded as carers. Some not current anymore so Jill is working her way through the list to update this. There is information in the patient waiting rooms regarding registering as a carer as a lot of people to do realise they can register with Sefton or be coded as a carer here. People do not realise the support and services that are available. Sefton have a huge amount of support. Carers support extends to young carers too. The PPG were asked if they would be willing to run a carers session at the Methodist Church but it was felt this was addressed at the health fare. There was discussion of possibly running an awareness session to discuss things such as social prescribers, carers and other services that people may not be aware of.

Unfortunately, the IPad has not materialised. We do not receive many issues and most people now have Patient Access or the NHS App. Andrea advised she may be able to obtain an IPad via Healthwatch if needed.

There was mention that Family and Friends Forms should be more advertised.

Query received regarding physio via the surgery – Jenna explained that we do not have a physiotherapist at the surgery however we do have the 7 Day Service. Patients can request an initial phone call with them without having seen the GP.

Query received about self-referral to falls prevention – Jenna had been in touch with the Falls Team who advised that a referral would usually be required by health care/third sector professional. They occasionally accept a self-referral after triage but do not promote this as they do not have the capacity.

1. **Speaker suggestions for 2023 presentations. Online and usually 1 hour from 17:00pm.**

Dr Helen Wright, Liverpool University – Rheumatism, types, causes and research.

1. **Meeting dates 2023/2024**

14th June 2023

13th September 2023

15th November 2023 (plus AGM)

20th March 2024

1. **Any other business**

Andrea and Ken provided more information on Healthwatch, a service that is there to help. They have introduced a 2 Hour Urgent Community Response Service. This can be arranged through 111 or the GP and means an ambulance does not need to be sent. It will also help reduce admissions to A&E. The service is there to support people in crisis and covers falls, decompensation of frailty, palliative/end of life crisis support, urgent catheter care, urgent support for diabetes or respiratory conditions and unpaid carer breakdown. The service is made up of many health professionals. Information could be added to our website.

Andrea advised she could get in touch with Claire Toohey who would be able to help in getting relevant information out to patients.