

Minutes

**Meeting 17th June 2025 – Location: Ainsdale Medical Centre, face to face**

1. **Chairs welcome and apologies**

Present – Ken Lowe (Chair), Sheila Sides, Peter Lennon, Roy Burnett, Ann Rothwell, Jean Washbourne, Carol Berry and Paul Dykhuizen.

From the surgery – Jenna Jones (Deputy Practice Manager), Chelsey Byrne (Secretary), Joanne Atherton (Deputy Office Manager)

Apologies – Brian Kneale (Vice Chair), Len Morris, Andrea de Cort and Heather Amer

1. **Minutes of the last meeting (published online)**

Minutes from the last meeting have been published online.

1. **Last quarter stats and Patchs analysis**

There was fewer clinician appointments offered over this period due to annual leave over the summer, which in turn has shown a reduction in DNAs. There was more nurse appointments offered than the previous period with again, less DNA’s. This could be due to awareness via the TV screens or text reminder.

There was less phone calls received this period, which again could be due to the holiday period. This has shown that our average wait time has decreased to 96.8 seconds from 98.8.

The total number of patients registered for the NHS App has increased again. This may reduce phone calls to the surgery as patients can access their results and documents online.

Patchs requests have increased over this period. The breakdown shows that there is still a higher percentage of females completing Patchs request across all age groups, with females in their 30’s being the highest. There are currently 3146 patients registered to use Patchs. The average age for patients who are registered for Patchs is 53 and Patchs is only available to patients over the age of 16.

1. **Q&A and Actions**
   1. Will online appointments ever be available again?

Online appointments with clinicians are available to book up to 4 weeks in advance and tend to be the first few appointments of the day. We do not offer online appointments for the same day as patients could be signposted to a more appropriate service/clinician, depending on their symptoms. The online, pre-bookable appointments are with the salaried GPs and Dr Cervoni. There are no online appointments with the Partners due to higher demand.

Nurse appointments can be booked up to 12 weeks in advance for cervical screening appointments. We do not have all nurse appointments online as annual reviews can vary in length of time needed.

* 1. Please could AMC clarify eligibility for NHS flu vaccinations at pharmacies; and eligibility for COVID vaccinations?

The local pharmacies have already sent their flu text invites out to book.  It can be booked via the NHS App or by contacting 119 if you are unable to book online. This is only for people in the usual eligible categories –

* **From 1 September 2025**
* Pregnant women - **Pharmacy**
* All children aged 2 or 3 years on 31 August 2025 – **GP Surgery**
* Children with certain long-term health conditions (aged 6 months to less than 18 years) – **GP Surgery**
* School-aged children (from reception to Year 11)- **Received at school**
* All children in clinical risk groups aged 6 months to under 18 years – **GP Surgery**
* **From 1 October 2025**
* Everyone aged 65 years and over - **Pharmacy**
* Individuals aged 18 to under 65 with certain long-term health conditions - **Pharmacy**
* Care home residents – **Remedi for home visits / Pharmacy**
* Carers in receipt of carers allowance, or those who are the primary carer of an elderly or disabled person - **Pharmacy**
* Those living with people who are immunocompromised - **Pharmacy**
* Frontline health and social care workers – **Pharmacy**

**Autumn 2025 Covid Booster Eligibility**

* Adults aged 75 years and over
* Residents in care homes for older adults
* Individuals who are immunosuppressed aged 6 months and over.

**This has changed from the Autumn 2024 programme, which used to include adults aged 65-74 and all those aged 6 months and over in a clinical risk group.**

Pharmacies may offer to give the COVID-19 vaccine at the same time as their flu vaccination if eligible.

We are hoping that flu vaccinations can be offered by the surgery again next year.

1. **Dates for future meetings in 2025/2026 are:**

* 19th November 2025 at 13.30pm including AGM
* 18th March 2026

1. **Any Other Business**
   1. Dementia support App and “watch” (Sefton Carers) 999Reunite

A new App/watch has been developed by Sefton Carers which stores important personal information which will allow emergency services to access if needed. They are looking to dispense 10,000 of these and Ken has requested some for the surgery to allocate accordingly. They should be going out to registered carers and care homes and should also be available at Chemists going forward. They are ideal of dementia patients. Jenna will bring this to the Partners attention and will see how many watches they would like.

* 1. Southport & Ormskirk A&E review

Discussions continue to take place as to which A&E will be closed. Southport have recently spent money on new equipment for their radiology department.

Numerous forums have already taken place and more have been arranged. The majority of responses have come from Southport and Formby. It is believed that it will most likely be Ormskirk A&E that will be closed. Recent surveys are driving not to shut the children’s A&E in Ormskirk.

A lot of people are unaware that there will be an A&E closure and the process, once decided, is likely to take around two years to shut and re-locate equipment. More walk-in centres will become available.

* 1. Is the 7 Day Service at The Family Surgery still used?

Yes, this service is used all the time, daily.

* 1. Are people visiting the area able to be seen at the Practice (e.g if they are at university and have come up to visit family)?

Yes, in these circumstances, patients can register with the Practice as a temporary resident.

* 1. Can the PPG do anything to help the surgery run smoother?

In the past, events have been run from the surgery such as the veteran’s day, carers events and visits from pharmacists etc. These events help promote the PPG and is a good way of advertising for more members.

Ken is still awaiting a date for the presentation to discuss continuity of care/doctors.

Jack, our in-house pharmacist, does patient medication reviews and will invite patients in when they are due blood tests or reviews with the nurse/GP.