

Minutes

**Meeting 18th June 2025 – Location: Ainsdale Medical Centre, face to face**

1. **Chairs welcome and apologies**

Present – Ken Lowe (Chair), Peter Lennon, Heather Amer, Ann Rothwell, Linda Macdonald and Paul Dykhuizen.

From the surgery – Jenna Jones (Deputy Practice Manager), Chelsey Byrne (Secretary), Jill Molloy (Receptionist)

Apologies – Brian Kneale (Vice Chair), Carol Berry, Sheila Sides, Len Morris, Andrea de Cort, Roy Burnett and Jean Washbourne.

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 were fewer appointments offered over this period due to bank holidays which in turn reduced the number of DNA’s. Text messages are still sent to patients who DNA which include DNA figures from the previous month. The system also highlights if a patient has previously DNA’d an appointment. It was suggested that perhaps the text message could be amended to state that we keep a record of DNA’s. People maybe more inclined to let us know if they cannot make their appointment if they know this. It was mentioned that it would be interesting to know what other practices are doing about this. Ken said that he had attended a PCN meeting in which it was noted AMC figures are much better than others.

The average wait time for calls to be answered this period has decreased to 98.8 seconds.

Patchs requests have decreased over this period. This maybe due to the surgery having more availability of appointments or patients preferring to contact the practice by phone. The figures show that Patchs is more popular with patients in their 30’s. More females than males use this service in all age brackets.

Ken mentioned that perhaps we need to highlight the fact that Patchs can be used for admin purposes and not just clinical needs.

Shirley Skillicorn, our HCA and longstanding nursing team member has left the Practice.

Dr Grimes has started working every Monday from the PCN which should help with appointment availability.

An NHS App session is scheduled for Thursday 19th June 1.30pm-3pm for any patients who require some additional support in downloading and registering for the NHS App. This is advertised in our waiting rooms, facebook, website and word of mouth. Our figures show that NHS App users has increased to over 70%.

A new feature in the NHS App is being rolled out soon which will enable patients to check whether their prescriptions are ready to collect from the pharmacy. Hopefully, this will help reduce phone calls to the pharmacy and to the surgery as we do receive a lot of calls asking if patient prescriptions have gone over to the pharmacy.

We are in the process of producing our next newsletter in which we will notify all patients regarding the flu vaccinations not being available at the surgery.

1. **Q&A and Actions**

Ken queried what a care navigator is as this has been brought up at a meeting he had attended. Jenna explained that this is the same as a receptionist. The title has been changed as a receptionist is thought of as just picking up the phone when in fact the role is much more diverse.

Friends and family feedback from May were shared with the group.

The TV screens were brought up again. They seem to be working but don’t appear to be on. It is thought that people will pay more attention to the DNA figures if they were shown on the screen rather than the notice boards which are very busy. Jenna will speak to Sarah about this.

1. **Potential online presentations**

A Professor has researched continuity of care and has prepared an online presentation to discuss the pros and cons. Len was going to discuss this but unfortunately had to send his apologies.

1. **Update from PCN PPG**

Ken has recently attended the PCN PPG meeting. It was felt that the presentations were useful particularly the Macmillan, Enhanced Care in Care Homes and Pharmacy which really needed to be longer as they were relevant to patients. Other presentation could have been shorter such as the Care Navigator section.

It would also be useful to have a copy of the agenda prior to the meeting in future as it may encourage people to attend if there is something of interest to them specifically.

A strategy meeting for learning disabilities and how we can support dementia patients has been arranged for 1st July. Ken will email the details to Jill to consider whether she is able to attend.

Since the meeting, Jenna has forwarded the above feedback and has requested a copy of the agenda from the last meeting which is attached to these minutes for reference.

1. **Dates for future meetings:**

* 17th September 2025 at 13.30pm
* 19th November 2025 at 13.30pm
* 18th March 2026 at 13.30pm

1. **Any Other Business**

None