# Minutes

**Meeting 5th July 2022 – Location: Ainsdale Medical Centre Face to Face**

## Attendance

Present –Ken Lowe, Sheila Sides, Alan Sides, Lynn White, Andrea De Cort, Heather Amer, Mike Hilton, Peter Lennon, Len Morris, Ann Rothwell, Carol Berry, Helen Graham (Chair)

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

Apologies: Jean Washbourne, Bernard Carine, Catherine Field, John Taylor, Brian Kneale, 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/)

It was agreed that the meetings in 2023 would be held on a Thursday.

Ken Lowe has kindly agreed to step in as Chair until September's AGM Meeting.

## Practice Update by Sarah & Dr Ozkan

We have two new GPs joining the Team:

Dr Steve Longworth – Fully qualified GP starting on 5th July for approximately six weeks, but this could continue.

Dr Abisola Oduwole, who previously worked at the practice as a GP Registrar and is now fully qualified, is returning to the practice in August 2022.

Dr Rida Sardar is returning to the practice after covering maternity leave; she will provide locum cover.

Dr Shonalee Illingworth has now returned from maternity leave.

We have two new receptionists, Jane and Rosanne. Both ladies are currently receiving training, so please be patient, as it might take them a little longer to deal with queries.

The building work is due to be completed at the end of August, although this might change. The result will provide two extra consulting rooms.

## Patient access and appointments

A discussion between the PPG members, Dr Ozkan, Dr Bennett and Sarah (PM), took place.

Sarah provided a comparative analysis chart with GP/Nurses appointments in 2019 and 2022.

The total number of Doctor's appointments in May 2019 was **3661** compared to **4229** offered in May 2022.

Nurses' appointments in May 2019 were 288 compared to 743 in May 2022.

At Ainsdale Medical Centre, each GP has an allocation of approximately 1600 patients. The average number of registered patients per GP in England has risen to 2,087 (per 2019 figures published in Pulse magazine).

Coping with demand and changing the behaviour in how we manage care more efficiently, our receptionists are signposting patients to other services that might be more appropriate, such as the Community Pharmacist, Southport and Formby Health 7-day service, NHS111, Ormskirk Minor injuries or Litherland walk-in centre.

We discussed the Patient access app and the importance of promoting this for digitally-enabled patients. Suggestions were made for a stall at the flu clinic in October to capture patients and help register them for the service.

A frequently asked question flyer was suggested to communicate effectively to more patients, making them aware of the pressures we are currently facing and the need for signposting.

A suggestion is that the pharmacies advertise that they accept Community Pharmacy referrals through the GP to heighten patient awareness of this service.

## Any Other Business

We sadly said goodbye to Helen Graham, who has supported the surgery over the last five years and will be sadly missed by both the Practice and PPG members.

Speaker arranged for September AGM – Dr Helen Wright to get involved in their research work into arthritis.

**Flu Clinic dates –**

**Wednesday 12th October 9 am to 4.30 pm**

**Wednesday 19th October 9 am to 4.30 pm**

Volunteers to help direct patients would be greatly received.

**Requests to nominate to stand for Chair can be sent to Sarah Thompson –** **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 email Sarah.**

**Subsequent meetings are arranged for:**

 Tuesday 20th September 2022 (AGM) (Face to Face at Ainsdale Medical Centre.)

 Tuesday 22nd November 2022 (Face to Face at Ainsdale Medical Centre)