

Minutes

**Meeting 19th March 2025 – Location: Ainsdale Medical Centre, face to face**

1. **Chairs welcome and apologies**

Present – Ken Lowe (Chair), Ann Rothwell, Jean Washbourne, Andrea De Cort and Roy Barnett (Lou)

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

Apologies – Brian Kneale (Vice Chair), Carol Berry, Heather Amer, Linda MacDonald, Sheila Sides and Paul Dykhuizen, **Len Morris**

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

Minutes from the last meeting have been published online. **All accepted as a true reflection of the meeting.**

1. **Q&A and Actions**

STATS:

This time we looked at figures over a 4 month period rather than 3 so the figures looked higher than usual. The figures have been published on AMC website and Facebook page. We continue to offer well above the recommended appointments as advised by the BMA (BMA recommended 820 per week, we offered on average 995 per week). **Average GP appointment times are generally 15 minutes.**

The number of DNAs seem similar compared to previous stats despite the reminder text sent the day before with the ability to cancel, and the welfare check text sent following DNA. The TV screens are now working and so the DNA figures for the previous month are displayed on the TV screens. If a patient DNA’s, this does flag on their notes and so staff can be mindful of this when speaking to the patients again.

It was noted that there was quite a lot of patient engagement on Facebook when it came to DNA’s. It was questioned how many patients actually use Facebook and suggested that perhaps we could also post on community websites such as Stand up for Ainsdale, Ainsdale Community and Formby Bubble to reach more of our patients.

Our patient list size is similar to last time with patients moving in and out of the area. Our stats show a large volume of telephone calls with the average wait time reducing from 124 seconds to 110 seconds. There were 1260 call backs received by patients over the last 4 months.

The total number of patients registered for the NHS App has increased. Drop-in clinics have been successful and are held every 6-8 weeks to encourage patients to sign up to the APP and to utilise the functions of this.

Unfortunately, the use of Patchs seems to have gone down and we have therefore been working on raising awareness about Patchs online consultations. We have posted an information video on our Facebook page, website and TV screens. **Patchs can also be used for admin requests such as sick notes (not prescriptions).**

The Patchs requests are picked up by the admin team to triage, as they would a telephone call. The request is then dealt with or passed to the GP. GP’s have allocated admin time to deal with Patchs requests. Patchs is a great option, but patients can still phone if preferred. Patchs does need more marketing/advertising, especially around how to access this service and the fact this can be used for admin requests.

In answer to the question regarding arrangements for the RSV vaccine, this vaccine is available to all patients from their 75th birthday up until their 80th birthday, as advised by the Government. After this, patients will not be eligible. Patients can book an appointment with one of our nurses.

1. **Future of Flu vaccinations locally**

Unfortunately, flu vaccinations will not be offered at the surgery this year. This is not to say we will not hold clinics next year. It was a difficult decision taken by the Partners due to competition from local Pharmacies and the convenience of offering both flu and covid vaccines simultaneously. The surgery cannot run the risk of running another flu season at a considerable loss, which would adversely affect the sustainability of the practice.

The only exceptions are children and housebound patients.

Concerns were raised about the impact on pharmacies and how they would cope. The pharmacies have signed up for the initiatives and have been paid to offer them. If they are struggling, they should employ more staff or not sign up to the extra service if it affects their service standard.

Sarah and Jenna have spoken to James (Pharmacist at Hirshmans) to inform him of the Partners decision. James respected the decision and said that he would order more flu vaccines to cope with the demand. He did not feel there would be a problem with providing this service and advised that they would possibly set up bookable clinics in the COVID centre at the back of Hirshmans. He will cascade this to Fishlocks so they are aware too.

**After the meeting at a Healthwatch Community Champions meeting, Ken raised the issue with the Primary Care Network manager and she was well aware of the issues for AMC and the community. The Heatlthwatch Sefton manager said the whole process of vaccination programmes for future years was being discussed with the Pharmacy commissioners for Cheshire and Merseyside for closer co-operation between Pharmacy’s and GP’s in the future. Too late for 2025.**

There were also concerns raised by the PPG that there maybe a drop in people having the flu vaccine this year. Some would prefer to have it at the surgery as they have trust in the clinicians.

**Ken also mentioned the DoH guidelines for ‘flu vaccination programs raised a bit of concern that the correct vaccine was given to the correct patient cohort. As was done with Covid vaccines, proposed that the patient should be given information as to what vaccine was given.**

1. **Dates for future meetings:**

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

1. **Any Other Business**

There was a question raised about charges for students in regards to private work. Could a reduction be considered for students? For example, a fee for a HGV medical costs £100 and this is needed if training to become a paramedic etc. Jenna will look into this, and Ken will also raise this with Healthwatch.

**It’s at the Clinicians discretion on how much patients are charged for private work; there are occasions where patients might be exempt, or the fee is reduced. The standard charges for private work are published on the practice website.**

Plans for future presentations:

Andrea attended Royal Liverpool Hospital recently and suggested a couple of sessions that maybe useful such as how to use a defibrillator and the difference between adult and child CPR.

Len has also researched whether patients’ health is better by seeing the same GP, which it is. Ken will ask Len to set up an online presentation **with Professor Goodwin at Loughbourgh University about this.**

Jenna will look into whether the online presentation can be recorded.

**Unfortunately, presentations that take place on MSTeams cannot be shared. The PPG could set up their meeting on Zoom, and it can be shared with the wider community.**

Lastly, it was also suggested that perhaps another coffee morning could be arranged for carers, possibly on a Wednesday afternoon when the surgery is closed. Members of the PPG would be happy to attend to help if needed.