

Minutes

**Meeting – Wednesday 13th September 2023. Location: Ainsdale Medical Centre, face to face**

1. **Attendance**

Present – Ken Lowe (Chair), Lynn White, Brian Kneale, Ann Rothwell, Andrea De Cort, Heather Amer, Peter Lennon, Len Morris, Jean Washbourne, Sheila Sides & Bernard Carine

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

Apologies – Alan Sides, Mike Hilton, Roger Exley, Carol Berry & Linda MacDonald

1. **Minutes of the last meeting (June 2023)**

Minutes from June 2023 meeting already published.

1. **Practice Manager Update**

Our summer newsletter was published in August and is available to view via AMC website. There are also paper copies at the front reception desk and in the waiting rooms.

Mia now has her own clinics as a fully trained GPA (GP Assistant) and can see patients for blood tests, blood pressure checks and pulse checks. She is there to assist the GP’s and to take observations when requested by the GP. She will also be trained to take ECGS over the next few weeks. Hand outs of a GPA’s role were distributed amongst the group.

There were quite a few reservations about the GPA role. There were concerns about what training has been received, level of competence and some members queried whether Mia had been trained long enough. It was suggested that some people may prefer to see the nurse and that the GPA role may need explaining/selling better.

Jenna reassured the group that Mia has completed her training and has been shadowing Shirley over the last 3 months. Mia is readily available and therefore patients would be able to avoid long wait times at the clinics. Mia would also seek help if needed.

**Action needed:**

Look to obtain feedback from other Practices as to how GPAs have been received, how it has worked for them etc.

**Proposed Solution:** Sarah has a Practice Manager’s meeting 14/09 and will raise this verbally. Sarah will feed back. Also, the friends and family text sent to patients after an appointment has mentioned Mia in a very positive light. Steph O’Connor (Head Nurse) will also come into the next meeting in November to discuss the training and role which Mia has had and answer any concerns. She will also write something for the website which will inform of the role Mia will do.

We have a new Receptionist, Charlotte, staring next week.

Two new ST1 GP’s started in August, Dr Khan and Dr Burton and will be with us for 6 months. Jenna explained that ST1’s rotate between GP, hospital departments and community clinics to gain experience in all areas before deciding which area to specialise in.

Dr Ramanathan is our new Registrar and will be with us for 1 year. He started in August and has done all his rotations and has chosen to specialise in being a GP.

DNA figures were handed out to the group which showed we had 55 GP appointments and 46 nurse appointments that were DNA’d in August. This equates to 1.5 days of work for a GP. A member of the PPG asked if DNA’s are followed up? Jill explained that we used to contact the patients but decided that this can come across as aggressive. Sometimes it was the surgery’s fault or sometimes patients had ended up in hospital etc. Instead, we now run a report at the end of each day and flag the DNA’s to the GP who will make a decision as to how to proceed.

The DNA figures are updated on AMC website, and we are also looking to put these on the TV screens in the waiting rooms too to raise awareness. We will also continue to send text message reminders out the day before.

**Action needed:**

PPG member queried what the figures were telling us – are the figures improving? Are we offering more appointments? Previous figures would be useful, and this will be flagged to Sarah.

It was suggested by the PPG that perhaps it could be the GPA’s task to contact the DNA’s although this should be as a welfare check.

**Proposed Solution:**

All the data included on the sheet updated every 3 months on the website has previous months data stored on for comparison. Sarah will look into providing the number of appointments offered per month compared to the national average which should be offered.

DNAs – A follow up text/letter to be sent to patients via the evening staff and added to evening check list. With the current rate we have, this should only result in a few every day. Template text to be written to check welfare rather than confrontational.

1. **September flu clinics**

The over 65s clinic will be held on Wednesday 20th and 27th September at the Methodist Church. Questionnaires will be handed out to the patients and PPG will be there to help complete and collect the questionnaires from the patients. We are expecting around 1800 patients to attend each clinic.

PPG member asked whether there will be any other clinics arranged as some people will be unable to attend these dates. Jenna explained that there are no other clinics planned at the moment and that this would depend on demand.

1. **Next speaker will be:**

Helen Armitage, Sefton Council Consultant on Sefton Public Health – Annual Report.

Start at 5.30pm for one hour sometime week of October 9th (YTBA)

1. **Meeting dates 2023/2024:**

We must now be open on Forum days until 1pm so this will push the start time back for future meetings to 1.30pm.

November 15th 2023 (Plus AMG) 1.30pm

March 20th 2024 1.30pm

1. **A.O.B**

PPG keen for more on-line appointments to be made available. It is understood that nurse appointments vary however, GP appointments are 10 minutes each. Could this be considered?

Positive feedback received for the on-line booking system at the clinics for blood tests although one member had had trouble receiving email confirmations. It was suggested that this service could be advertised in future newsletters. The information is already on AMC website.

Re-election for Chair was raised. This was thought to be a 3 year term but has since been clarified by Ken that the Chair position is in fact 2 years and can be re-elected up to 3 times, to a maximum of 6 years continuous.

Ken is happy to continue as Chair. His appointment started in November 2022 so there will be no elections until 2024 at the AGM.