

Minutes

**Meeting Wednesday 19th June 2024 – Location: Ainsdale Medical Centre, face to face**

1. **Attendance**

Present – Ken Lowe (Chair), Bernard Carine, Ann Rothwell, Linda MacDonald, Paul Dykhuizen (new member), Carol Berry, Heather Amer, Sheila Sides, Peter Lennon, Len Morris

From the surgery – Jenna Jones (Assistant Practice Manager) Chelsey Byrne (Secretary), Jill Molloy (Receptionist), Sister Elaine Wilcock (Nurse)

Apologies – Andrea de Corte, Lynn White, Brian Kneale, Roger Exley

1. **Minutes of the last meeting (March 2024 – already published)**

Minutes from March 2024 meeting published online.

1. **Practice Manager Update.**

We welcome back ST3 Dr Elemiri who started with the surgery at the end of April. He has previously worked at the surgery when doing his ST1 training.

We have a new Practice Pharmacist, Jack Irons who has replaced Jo Woodcock. Jo left at the beginning of April to go and work for the PCN.

ECG’s are no longer performed at the surgery as our equipment is out of licence and there is no funding available to replace these. Patients are now referred to Lincoln House Surgery in Birkdale where they are performed via the Community Cardiology Team. They are also available at the 7 Day GP Service should they be required outside of surgery hours. If the ECG is urgent, patient’s can be sent to A&E to have them done there. Most surgeries in Southport and Formby are now using these services and do not perform ECG’s in-house.

There is guidance with regards to infected blood transfusions in the 1970s on the Gov.uk website, our website and our social media page. You can now request a Hepatitis C test via the Gov.uk website.

Our new website is now live and is more user friendly for mobile and tablet users.

New patients are now able to register at the practice on-line via our website. If someone tries to register with the surgery on-line who is not living in the practice boundary, they will be informed that they are unable to register. Patients are still able to register via the original route of filling in the paper form. Since going live with the on-line registrations on the 31st May, we have had 20 new patients register this way so far.

The flu clinics will be held in October but dates have not yet been confirmed. We will inform the PPG of the dates as soon as these have been arranged.

We have a drop-in session on Thursday 25th July between 1pm – 2.30pm for patients needing help setting up the NHS App. This will be led by two members of the Admin Team. The session is to help patients download the App and to get them up and running, not to deal with problems with the App. We have posters in the waiting rooms advertising this drop-in session. If it is a success, then we may look to arrange another session at a later date. Ken suggested reminding people of the App at the flu clinics prior to arranging another session.

Any new patients who have moved from another surgery will have to re-register on the NHS App.

It was noted that roughly half the amount of patients have the NHS App and there was a query as to whether we are adverting this enough. Jenna pointed out that you have to be 16 years old to have the app and therefore younger patients will not be able to access this. This counts for a large amount of our patients.

(Further to the meeting a report was run which confirms the practice has 1,448 patients under the age of 16. This equates to 13% of our population. This means that the potential number of patient’s we would be looking to advertise the NHS App to would be 3719. Some of these patient’s may already use a different platform such as Patient Access or may choose not to have online access at all.)

Jenna provided handouts (previously emailed) with STATs and charts to show Friends and Family responses from March to May which show that 98% of responses felt that the service provided was either very good or good. All responses are submitted to NHS England.

Based on the BMA recommendation, we have offered approximately 1100 clinician appointments per week which is over the BMA recommendation of 857 based on the number of patients on our list. PPG requested this should be included in our stats.

We have offered more clinician appointments compared to the last stats, offering 13,262 compared to the previous 12,507. There were less nurse appointments offered, but we did have a nurse off poorly and easter holidays. The figures include face to face appointments and telephone appointments.

DNA figures are similar to previous despite sending appointment reminder texts and patient welfare texts. DNA stats have been displayed in the waiting rooms whilst we wait for the TV screens to be fixed. PPG felt that people do not tend to look at posters and suggested these need to be bigger to stand out.

PPG asked whether DNAs show on patients record which it does. When a text is sent to the patient, such as a welfare text, this is displayed in the record and there is also a prompt which shows if patient has multiple DNAs.

Elaine suggested altering the appointment reminder text which is sent to patients the day before their appointment to include some DNA figures. This may help encourage the patients to contact the surgery and cancel their appointment if it is no longer required and hopefully reduce the amount of DNAs.

In regard to STATS, PPG confirmed that they preferred having these in advance of the meeting but would prefer to have a trend so they can follow the states over the last 12 months or so. Jenna advised that we could look to do this for the next AGM.

GPA Role – Sister Elaine Wilcock attended to try and clarify the role of the GPA. She explained that this is a dual-purpose role to help the GPs with clinical work and to help perform some of the Nurses jobs such as blood tests, blood pressure checks and dipping of urine tests. Our GPA, Mia, is also training to do memory assessments and will be doing an immunisations course. These are accredited courses. Mia has a mentor, Dr Foster, and works alongside the Nurses. There is always help at hand if required. Mia’s appointments are pre-bookable only, she does not triage. Elaine produced some positive feedback forms from patients who have seen Mia.

1. **Online presentation – Pharmacy First**

Ken has received positive feedback so far in terms of the presentation and the services offered. AMC are currently in the top 10 of referrers. Ken mentioned that perhaps this service could be advertised at the next Health Fare.

PPG queried whether the GPA could train to provide services such as ear syringing and other services provided by Pharmacy First to avoid excessive wait times etc. Elaine advised that these treatments are not relevant to the GPA role.

1. **Healthwatch representative – Back up for Andrea**

Ken is still looking for a volunteer to step in for Andrea. If anyone is interested, please email Ken.

1. **Any members questions submitted one week in advance.**

None received.

1. **Any Other Business**

An issue was raised by PPG member outside of the meeting in relation to medication requests been rejected by the Practice Pharmacist stating the request was too early.

Unfortunately, when Jo Woodcock left, the surgery did not have a regular Pharmacist from Ashburtons assigned to the Practice, which resulted in a few issues and no continuity for our patients. They also were not aware of the time constraints which some of our local pharmacies were/are facing. Their general rule of thumb is that medication can be ordered up to 7 days in advance.

We did raise the issues we were experiencing with Ashburtons. Sometimes Practice Pharmacists work in different ways, one thing which works for one surgery may not work for another which is why it is important to have a regular Pharmacist so any problems can be rectified quickly.

We now have Jack Irons assigned to the Practice as of May 2024. We have definitely noticed less problems since he started.

1. **Next meeting**

18th September 2024 at 13:30pm