



Minutes

**Meeting Wednesday 20<sup>th</sup> March 2024 – Location: Ainsdale Medical Centre, face to face**

**1. Attendance**

Present – Ken Lowe (Chair), Heather Amer, Peter Lennon, Brian Kneale, Linda MacDonald, Bernard Carine, Andrea De Cort, Sheila Sides.

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

Apologies – Len Morris, Roger Exley, Jean Washbourne, Ann Rothwell and Lynn White.

**2. Minutes of the last meeting (November 2023 – already published)**

Minutes from November 2023 meeting published online.

**3. Practice Manager Update.**

Dr Sarah Burton and Dr Khan have completed their rotation at Ainsdale Medical Centre. We now have two new doctors, Dr Rebecca Grimes (ST3) and Dr Vartika Kaushik (ST1) who started at the beginning of February.

We said goodbye to Carol, one of our longstanding members of the reception team who retired in February, and we welcomed Ellie, a new member of reception who started at the end of January.

The Same Day Service has been available for all surgeries across Southport and Formby from 29<sup>th</sup> January until 28<sup>th</sup> March to help with the winter pressures. These appointments are based out of Lincoln Road Surgery in Birkdale. The appointments are shared out based on list size and we are allocated 7 appointments per day. These appointments are used on an urgent, on the day basis and are for uncomplicated conditions. No long-term conditions or referrals are to be booked in. The service has been very useful and has helped over the last few months.

Pharmacy First Referrals went live from 29<sup>th</sup> January. Conditions treated include ear infections (age 1-17 years), impetigo (1 and over), infected insect bites (1 and over), shingles (over 18 years), sinusitis (12 and over), sore throats (5 and over), and uncomplicated urinary tract infections (women 16-64, no pregnant ladies, urinary catheters or re-current infection – 2 episodes in the last 6 months or 3 episodes in the last 12 months) the services can provide advice and prescribe antibiotics without the need for patients to see a GP. Our reception team can send a referral to the pharmacy on the patient's behalf which triages the patient's symptoms to check it is appropriate. If it is not, the pharmacy will refer it back to us

if needed. Patients are also able to self-refer by attending the pharmacy, especially if it is the weekend when the surgery is closed.

Most local pharmacies offer this service including Hirshman's, Fishlock's and Woodvale.

Brian queried whether the pharmacies would be able to cope with the extra pressures and suggested that perhaps the surgery should have an inhouse pharmacist instead. Jenna explained that the pharmacies have signed up to the service and receive funding for this whereas we do not.

Andrea asked about how to go about ear syringing and Jenna explained that first the patient would need to have an ear check with a Health Care Assistant or Nurse and then arrangements could be made to have ear irrigation via the 7 Day Service or Clinic. We do not offer this service at the surgery anymore.

Our new telephone system was installed at the beginning of January and has been a success. With the old system, we experienced problems with the phone cutting off which has now resolved. The ring back service has been worthwhile having and results in the patient's not having to wait on the phone. Overall feedback was positive from the PPG although one member had encountered an issue and had not received a call back. Jenna advised she would look into this and requested patient's contact number.

Flu clinics this year will not incorporate Covid vaccinations however Dr Foster has mentioned that this *may* be offered next year. Dates for the clinics are yet to be confirmed. Ken advised they are likely to be held around October.

Mia, our GPA, has completed her competencies under Sister O'Connor to be able to perform ECGs. We have received a lot of positive feedback via the friends and family naming Mia, and we are pleased with her progression. Hopefully Sister O'Connor will be able to attend the next meeting when she is back in surgery to explain more about Mia's role and to explain her training.

There are some NHS App updates in the pipeline which will allow you to see when prescriptions are available to collect from the pharmacy. Also, mental health and community clinic appointments will show on the NHS App.

Stats – Handouts were circulated to the PPG members for DNAs, number of GP appointments offered, number of nurse appointments, telephone calls and prescription requests. There appears to be more DNA'd appointments in this period and we are unsure why. Jenna mentioned maybe it could be to do with the Christmas period and Bernard suggested perhaps it was due to bad weather. The GPs and Nurses continue to send the DNA text/welfare check to patients who have missed their appointments. Reception staff have also been asked when booking an appointment for the patient, to double check whether they already have any future appointment booked and if so, to check whether this is still needed.

PPG members are keen to have something displayed in the waiting rooms highlighting the amount of DNA'd appointments and the cost to the NHS. Jenna explained that this was going

to be put on the T.V screens but they are not working at the moment. We need to look at resolving this issue and she will speak to Sarah about this.

It was suggested that perhaps the GPA could follow up with the patient if they DNA but Jenna explained that Mia now has her own clinics and so she would not have the time to do this.

PPG are keen to have a better breakdown of the stats so they can compare to previous figures. Brian suggested compiling figures which will tell us if we are doing well and if we are getting better. He queried how many clinicians are available on a daily basis and how many appointments are offered. Jenna advised on average there are about 9 clinicians a day. Jenna tried explaining the breakdown of a clinician's day advising that their surgery usually starts at 8.30am until about 11am then they will have afternoon surgery plus 4 telephone slots and any admin. Jenna explained that to see anymore patients would not be safe as there could be further things which need doing after the patient has left.

A member commented to say that people's general perception is that a GP does not do a full shift. Andrea referred to a video she had watched which Rob Caudwell did on the day in the life of a GP which suggests otherwise. Andrea will share this with the group.

PPG wondered if the stats could be done like Paul used to do them which show the number of appointments offered and the number used etc so you can see a comparison. Jenna will speak to Sarah about arranging this.

**4. Feedback from PCN PPG meeting.**

A brief discussion took place following the PCN PPG meeting in which about 16 patients attended overall. Ken explained that they are looking to combine surgeries and patient's as to encourage the PPG's. Although GP surgeries are contracted to have PPG, a lot of them do not.

Housing pressures on GP surgeries and local services was raised.

We have not received any feedback from the meeting as of yet but will share the feedback with the PPG once we have received this.

**5. Healthwatch representative. Back up for Andrea.**

Andrea usually attends the Southport & Formby Community Champion Network event to represent Ainsdale Medical Centre. Unfortunately, she is unable to attend quite a few of the meetings this year and is reaching out for another member to attend on her behalf. The meetings are worth attending and have the power to make an impact. Andrea will email Ken the details so he can circulate to the PPG. Ken is unable to attend for Andrea as he is a Healthwatch Representative.

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

None received.

**7. Any other business**

Ken mentioned experiencing an issue using Patches. He started filling in an admin Patch request rather than a clinical one but had to carry on with the request as it would not let him delete it. Jenna will bring this to Sarah's attention.

Ken also asked whether we could expand membership to include our patient's carers who may not be registered at Ainsdale Medical Centre. Jenna mentioned about sending a text message but was unsure whether we have a list of carers who are not registered at the practice. Sefton Carers would be a good point of contact to start with.

Andrea passed on some positive feedback and praise for the surgery, especially to Amy and to the GP who saw her Father-in-Law. Her thanks will be passed on.

Brian wanted to raise a point regarding urgent sample requests and believes that a follow up call should be provided by a GP even if the result is satisfactory. He felt this should be done to discuss next steps if the request has been done on an urgent basis. Jenna explained that this would be on an appointment basis even if it is a phone call. Jenna will bring this to Sarah's attention.

Brian also queried whether training is kept updated for reception staff which Jenna confirmed it was. Jenna also explained that the GPs ask reception to ask triage questions so that we can direct/help accordingly.

Ken ended the meeting by asking that any questions are raised prior to the meeting in future so that a detailed response can be given.

**8. Next meeting – June 19<sup>th</sup> 2024 at 13.30pm**