

Minutes

**Meeting Wednesday 18th September 2024 – Location: Ainsdale Medical Centre, face to face**

1. **Attendance**

Present – Ken Lowe (Chair), Carol Berry, Bernard Carine, Peter Lennon and Paul Dykhuizen.

From the surgery – Jenna Jones (Assistant Practice Manager), Joanne Atherton (Deputy Office Manager, Chelsey Byrne (Secretary)

Apologies – Linda MacDonald, Sheila Sides, Lynn White, Andrea de Corte, Ann Rothwell, Brian Kneale, Heather Amer, Len Morris.

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

Minutes from June 2024 meeting published online.

1. **Practice Manager Update**

We welcomed three new Doctors in August, Dr Ying and Dr Nehal who are ST2 doctors and will be with us for 6 months. Dr Khoujali is an ST3 doctor and will be here for one year.

Sister O’Connor left the practice in August and has gone to work in the Sexual Health Clinic which is her area of expertise. We also said goodbye to Doctor Kaushik who has gone back to the hospital to compete her rotations. We are currently in the process of replacing Sister O’Connor.

We have had two successful NHS drop-in sessions to help set patients up on the NHS App. Our first session helped seven patients and our second session helped eight patients. We are looking to hold another drop-in session in approximately 6-8 weeks’ time. Should anyone attending the flu clinic need information regarding this, please ask them to contact the surgery.

A new vaccine protecting against a virus called Respiratory Syncytial Virus (RSV) was launched on 1st September. Patients eligible are those aged between 75-79. Eligibility for this vaccine lasts until the day before your 80th birthday. Patients are asked to wait until they have received an invite via text or letter before booking an appointment so that we can try to vaccinate those whose eligibility will run out sooner. Pregnant ladies who are 28 weeks or more are also eligible.

The PCN are holding another PPG meeting for Ainsdale/Birkdale and Formby locality. The meeting will take place on Thursday 17th October, 5.30pm – 7pm at Ainsdale Methodist Church in the small hall. Jenna will send out an invite via email. Spaces are limited to 4 per practice so this may need to be on a first come first served basis. Ken suggested it would be useful for somebody who attended the last meeting to attend this one as no feedback or minutes were received from the last meeting.

Quarterly stats – Less clinician appointments were offered over this quarter compared to last quarter due to annual leave and school holidays. There were also more DNAs, 162 last quarter compared to 176 this quarter perhaps due to the school holidays?

More nurse appointments were offered compared to last quarter but again there were more DNAs. The most DNA’d appointments are in the 16-45 age group across the clinicians and nursing team.

We continue to advise patients to cancel appointments should they not be needed anymore via text message reminder/NHS app. Wellbeing text messages are still sent to patients who DNA their appointment. The text message reminder usually includes DNA figures for the previous month however, this has been paused for September and October so we can send our newsletter out which includes the flu clinic dates.

Ken noticed that the Patchs figures seem low. This could be due to lack of knowledge. We also have an aging population that may prefer to speak to somebody or come into the surgery instead. Reception staff do direct patients to Patchs, especially if we have run out of appointments that day. Perhaps patients do not realise that Patchs are reviewed by a GP. This could be something we include within the questionnaire to be handed out at the Healthfare.

Going forward, Ken requested to see trends from previous years to see what has improved and what needs improving. It would be interesting to see what more we can do to improve the surgery and patient satisfaction.

We received 413 friends and family responses for August with 340 responses being very good and 61 responses as good (97% very good or good).

1. **Healthfare 2024 PPG Contribution. Clinic and Patient Survey**

There is an under 65 flu clinic for our at-risk patients scheduled for Saturday 5th October. These are strictly appointment only at the surgery and only patients in the at-risk category will be invited. Eligible patients will receive an invite via text message or letter if we do not have a mobile number on record for them.

Our over 65 flu clinics are being held on the 9th and 16th October at Ainsdale Methodist Church. We will have 5 members vaccinating and have invited 1900 patients to each clinic. Should any patient not be able to make their allocated time or day, they can come along anytime that day or to the alternative clinic. There is no other over 65 flu clinics scheduled yet as we need to see what the uptake is on these clinics first.

PPG members are invited to volunteer to give out and help complete patient questionnaires and to direct patients during busy times through the church and the Healthfare.

PPG members were provided with a copy of the suggested questionnaire. It was felt that there were too many questions and some of the questions were open ended. Based on last year’s questionnaire, people were put off as it was too long. Looking through the questionnaire it was agreed that some of the questions would be taken out and moved around to make it flow better and to fit on one page with the option to leave any feedback on the back of the questionnaire. Jenna will look to amend accordingly.

Patient feedback is important to the surgery and helps us to understand what patient’s think of the practice and whether they would recommend us. Feedback goes back to the Partners and last year was published on our website.

Although we received a lot of positive feedback last year, we did receive some negative feedback especially around the telephone system and difficulty getting an appointment. The new phone system was put in place in January so it would be interesting to see what patients think about this and whether their experience of getting through and making an appointment has improved. It is good to know the negatives so that we can assess and look to improve the patients experience here at the practice.

There will be new stalls at the Healthfare this year which will also include research groups.

1. **Feedback from Dr Paula Briggs**

Ken reported that the presentation was excellent. Unfortunately, it couldn’t be recorded as the system was secured. The material has been sent to Sarah including patient information on some common conditions and the symptoms to look out for. Links to Paula Briggs presentations would be useful to have on AMC website.

1. **A.O.B**

Peter passed on his thanks to Ellie who dealt with his query efficiently and found her really helpful. Ellie is our newest member of staff and thanks will be passed onto her.

The T.V screens are still not working one year on. The issue has been logged with IT who blame Emis. Emis then blame IT. This is an on-going issue. Ken will query this with Healthwatch to see if any other surgeries are having the same issue and to look into how this could be resolved.

1. **Next meeting**

30th November 2024 at 13.30pm. The quarterly meeting will be followed by the AGM. If you wish to be nominated for Chair or Deputy Chair, please let Ken have your name by November 20th.