

Ainsdale Medical Centre

Patient Participation Group Thursday 28th September 2017

AGENDA

- Informal Discussion

ANNUAL GENERAL MEETING (7.00pm)

- Welcome – Chair
- Apologies
- Chair's Report
- Appointment of members to serve on PPG – undertaken by those present stating they will continue and names given from any member giving apologies.
- Notification of those standing down.
- Appointment of Chair and secretary.
- Closure of formal meeting with Chair proceeding to conduct the speakers.
- Dr Bennett – Changes in general practice at Ainsdale Medical Centre.

Present

Chair: David Waugh

Practice Clinical representative: Doctor S K Bennett

Practice Administration: Paul Ashby

Secretary: Gill Mayren

Present: Roy Connell, Paul Ellis, Roger Exley, Barbara Jones, Ken Lowe, Helen Graham, Ian Watson

Apologies: Jean Washbourne, Roger Grand

Terms of Reference

Original terms of reference were passed around along with three new objectives suggested by PA; see attached. (see website)

HG also suggested a couple more objectives; to increase group numbers hopefully more representative of other patient groups and to include more social media involvement.

DW suggested members of the group could attend specific clinics e.g. baby clinics to access different age groups. Suggestion to attend Healthwatch meetings if there is a subject of interest to the group - one member could look at the minutes and share with patients via website/Twitter/Facebook.

To maintain the group size we have and try to become a more balanced group (different age ranges). Maintain engagement and to share tasks between members.

KL queried the response to his question; would the GP's want a PPG if it wasn't mandatory? PA said that the GP's agreed that engagement and purpose is a positive for the practice along with PPG support.

Flu Clinic Update by PA

The use of the new text messaging system has been very productive. The HCA had an empty clinic which was changed to a 'flu drop-in clinic', a text message was sent out to 124 patients at random in the under 65 at risk group who hadn't had the vaccine at the clinic explaining that there was a drop-in clinic and to contact us if they wish to reserve a slot; 27 patients attended.

A questionnaire was sent out to 175 patients who attended the sessions at the church to rate their overall experience; 130 responses were received, 124 excellent and 6 good.

1400 patients were vaccinated at both clinics at the church which is better than previous.

PA thanked everyone that attended the flu clinics.

HG mentioned that Cambridge University and The School of Tropical Medicine in London have an app that tracks where you go over a 24 hour period to reflect how a flu pandemic could spread.

KL asked how the surgery knew if a patient had the flu vaccination at the pharmacy. It is part of the pharmacies contract to inform the patients GP within one day of giving the vaccine.

AGM Meeting 2017

Welcome from DW to Joan Duckworth.

Chairs Report

See website

Notification of those standing down

It was noted that Jean Washbourne will not participate in the short term but will return. Eddie Thompson and Ann McLennan have withdrawn from the group.

Appointment of members to remain

Everyone at the AGM was happy to remain members.

The PPG was set up as a virtual group in 2014 and in 2015 a 'meeting group' was established. There was no AGM in 2016. DW passed around a report stating the achievements the PPG had achieved in the last 12 months; see attached.

Appointment of Chair and Secretary

There was only one nomination to take over as Chair - Helen Graham. The group were all in agreement that Helen should take over, Vice Chair – Paul Ellis, secretary Gill Mayren. DW passed the meeting over to HG. David Waugh would like to remain active within the group and suggested we add one article per month to our website and he could oversee this – all agreed.

HG thanked DW for all his support and hard work over the last three years and will build on work that he has started.

PE will update the PPG members list to include mobile numbers and DW will email everyone to confirm.

Talk from Dr Bennett

Dr Bennett gave a talk on the history of Ainsdale Medical Centre and how it has evolved over the years.

See website.

The future landscape of GP surgeries discussed

- GP's retiring with no replacements
- Possible 'Doctors Village' to replace surgeries/amalgamation of surgeries to be open 7 days a week
- The use of Physician Associates (cannot prescribe) and Nurse Practitioners (can prescribe)
- In house pharmacists, matrons, paramedics
- Triage

It was felt that these changes would reduce patient satisfaction as people like to see the same GP that they know and trust. It was felt that patients like to be seen where the best care is and it was suggested to add a link to our website of the Liverpool hospitals transport system.

Community Cardiology Clinic

Dr Bennett and one of the consultants from Liverpool Heart & Chest Hospital have been running a Community Cardiology Clinic since the 1st of April 2017 which has proven to reduce referrals. It is based at The Family Surgery in Birkdale and runs on a Monday afternoon. They don't offer follow up appointments but give the patient a plan of action.

AOB

HG said that Mersey Fire & Rescue in St Helens are carrying out risk assessments which include talking about bowel cancer screening, smoking cessation, alcohol consumption etc. and sign post people in the right direction.

Next Meeting **Thursday 16th November 2017**