



Patient Participation Group Friday 7th July 2023

Notes of Meeting

PPG Meeting	
Location:	Village Medical Centre
Date :	Friday 7 th July
Time:	16.00 pm
Attendees:	Steve Howe (Chair), Gerard Fenlon, Alan Courtenay, Julia Codling, John Codling,
Visitors:	

Topic	Owner
<p>Apologies Su Winter, Jessie Hughes, Barbara Carrington, Dr Stokes</p>	
<p>2. Matters Arising from last meeting</p> <p>Overcrowding in reception – New chairs have arrived some with arms. The arrangements now seem to be working better.</p>	
<p>a) 3. Update from Practice</p> <p>b) Staff Changes – Sam Garry, our practice nurse has resigned from her job following a bereavement and change in personal circumstances. We are currently recruiting a new practice nurse to replace her. Kelli Parker has recently handed in her notice for personal reasons and the Practice is now recruiting for two Practice Nurses. There has been of good response to the jobs and it is anticipated that the posts will be filled by September with strong candidates. Julie Owen has started as our new regular phlebotomist and is also training up as a HCA and will be delivering some health checks, injections and ear syringing in addition to phlebotomy going forward.</p> <p>c) Current Issues - no particular issues to discuss at present</p> <p>d) Appointments – Hopefully getting better feedback from patients regarding appointments. Most are now face to face if patients request. Routine pre-bookable appointments generally available within 10-14 days. As part of the national access to primary care requirements, reception staff will be undergoing some additional care navigation training to ensure that patients are directed to the most appropriate person to deal with their problem and this may include a pharmacist, physiotherapist, health coach, social prescriber, practice nurse or GP – and probably some others I’m forgetting!</p> <p>e) PCN Support –Now have a first contact physiotherapist working within the practice rather than from VCH on a Wednesday. We also have staff from the acute care/frailty team working within the practice 3 mornings a week seeing patients with minor illness and undertaking routine health checks.</p>	

<p>f) GP New Contract – not actually a new contract (that is due in April 2024) but some tweaks to our contract for 23/24 which primarily focus on access to primary care. See info in appointments above.</p> <p>g) Online support – Previous online consulting was provided by ‘e-Consult’. The ICB are switching all practices over the PATCHs instead. We are now live with this and e-Consult will be turned off at some stage. Not sure when at the moment. Feedback from patients so far is that it is easier to navigate than e-consult but you do have to set up an account to use it which is slightly frustrating.</p> <p>h) General Update – Bike shelter is finally installed. Automatic check in screens also in use now. Alan mentioned how pleased he was with the administrative support at the Practice and one of the group did mention favourably that it had been said to her that the practice seemed to be operating well as a unit. Alan thanked her for her comments and said he would pass it on to the staff.</p> <p>i) Telephone system – There are still issues with the BT Telephone system and Alan is looking at cancelling the contract because he thinks it is not “Fit for Purpose”. Also the support from BT has been poor.</p>	
<p>4. Wallasey Wellbeing PPG Next meeting – Tuesday 25 July @ 12.30 at Victoria Central Includes a visit to the Wellbeing Hub at Victoria Central Option for Village PPG members to attend Gerard would like to attend</p> <p>If anyone else would like to attend please let Steve know</p>	
<p>Any Other Business</p> <p>Alan mentioned that the garden area at the practice was a bit untidy at present and maintenance of the garden was going to be undertaken by an outside organisation in the future.</p> <p>Alan also mentioned that his previous practice had set up a “Patient Equipment Fund” to handle any monetary gifts that had been donated to the practice. He was not sure that this was appropriate for the Village Medical Centre but felt it worth discussing at the next meeting</p>	
<p>Date of next meeting – Friday 6th October at 4pm Subject to confirmation with Practice</p>	