



# The Village Medical Centre

## Patient Participation Group Friday 17<sup>th</sup> May 2024

### Notes of Meeting

PPG Meeting Agenda	
Location:	Village Medical Centre
Date :	Friday 17 <sup>th</sup> May
Time:	16.00 pm
Attendees:	Steve Howe (Chair), Claire Bruce, Julia Codling, John Codling, Jan Lambeth, Alan Courtenay, Barbara Carrington, Dr Barfield
Visitors:	

Topic	Owner
<b>Apologies</b> Dr Stokes, Gerard Fenlon, Sue Winter, Jessie Hughes,	
<b>2. Matters Arising from last meeting</b> <b>Policy regarding PSA Tests</b> Dr Barfield confirmed that there was not any official policy when a patient asked for a PSA test when no symptoms were present. Doctors would want to talk to the patient to understand the reasons for the request. There are some issues with the PSA test with the possibility of false positives and negative results. Doctors prefer a more holistic approach including physical examinations. Each case would be treated on its merits.	
<b>3. Annual Review</b> <b>Achievements</b> <b>Telephone System</b> – The telephone system has been a big issue for patients from the time of COVID to quite recently. Alan has done a great job extracting the Practice from the BT System and introducing a new system which should make everyone’s life much easier. The timetable is as follows: <ul style="list-style-type: none"><li>• Next week – Upgrade Broadband</li><li>• Install date – 26 June</li><li>• Go Live – 4 July</li></ul> The new system will include a “call back” facility to avoid waiting on the phone.	

**Bike Rack** – This came from a suggestion from one of the patients which came through the PPG. It should encourage more patients to cycle to the surgery where feasible.

**Establishment of the Wallasey Wellbeing Patient Group** – This group is established and has had a number of useful meetings with informative speakers. It is really good that the Practice Managers attend and they interact well with the patient representatives. The patient group is also being kept informed of the changes to the Primary Care Network with the collaboration with Moreton and Meols PCN.

**Appointment lead in times** – The group felt that the Practice has a good record of arranging appointment within a reasonable time. This compared very favourably with the performance of other surgeries on the Wirral.

### **Suggestions not yet actioned**

**Website updating and improvements** – The Patient Group have regularly made the point that the site needs regular updating to keep it relevant to patients. Here are some areas that need attention:

**Practice News Page** – It really needs to be updated monthly to keep it topical.

The Practice is currently updating the Website which is 95% completed. The News page is now being updated and this will continue with the new Website. The practice is also producing a monthly newsletter and Alan suggested that the PPG may want to contribute to this.

**PPG Minutes** – The PPG needs to be able to communicate with the patients so they can understand what the PPG does and how it interacts with the Doctors and Staff. Minutes of the meeting need to be published regularly.

The minutes are now on the Website with only the previous meeting to be added. Alan will organise this once the new Website is up and running.

**Facebook and Twitter (X)** – Both these sites appear dormant and would be better to close unless someone can give some time to their input.

Facebook is now being updated and a member of staff has taken responsibility for this. Twitter (X) is being shelved for the time being.

**Publishing data regarding missed appointments in Reception** – This was a suggestion put forward by the PPG a couple of meetings ago when the number of missed appointments was discussed. No notice has been published and we have not been told whether it will be published.

The missed appointment data is now posted in the waiting room. However, Dr Barfield and Alan are looking to provide more information to give context to the figures. Data on the number of appointments per week; number of face to face appointments; number of telephone appointments would be ideal, and the clinical systems should be able to provide these. The group agreed this would be really useful and show to patients how busy the Practice was on a monthly basis.

**Doctors attending the Patient Group** – From the notes of the meeting it is around 18 months since we had a doctor attend a Patient Meeting. We do appreciate Alan’s attendance, but the group does feel that a doctor’s attendance would be very valuable.

Dr Barfield confirmed that it was hoped that a doctor would be able to attend more meetings in the future and the Partners were setting up a Rota to try and get a doctor to attend for at least some of the meetings. It was agreed we would vary the meeting start times with 2.00pm on a Friday being a further option.

#### **4. Update from Practice**

##### **Staff changes –**

- Dr Milligan is on maternity leave, commencing March 2024 with Dr Sam Newton (m) covering the majority of her sessions.
- Becky, is also on maternity leave and the practice is looking to recruit, potentially an via an apprenticeship, as back fill .
- Jeff, one of receptionists, has resigned. He has been replaced by Sheryl who started a few weeks ago and is still training up into all the reception/admin roles.

##### **Appointments**

- There continues to be high demand on appointments. Following a recent partners meeting, the surgery is implementing a new approach for managing patients who phone for a non-emergency appointment once same day appointment capacity has been reached. Patients will be encouraged to use Patches to allow for triage with the practice responding to the request either same day or the following day with a plan to manage the request. Surgery reception staff can, where appropriate, help patients complete the Patches online form. This change to the process will be reviewed regularly. Patients who have an urgent issue and need a same day appointment will be dealt with in the usual way.

##### **Covid Boosters**

- Spring Booster appointments are now being provided for the relevant cohorts of patients via the PCN.

##### **Additional Services**

- Dr Barfield has now completed minor surgery training so is now providing some minor surgery appointments to remove minor skin lesions. He continues to provide joint injection clinics also.
- Dr Behan has almost completed her intrauterine coil insertion training, so we are hoping to be offering coil insertion clinics soon.
- Mental Health Practitioner – we have a new Mental Health practitioner, Jenna Davies, working 2 mornings a week in the surgery, offering support for patients with mental health problems, seeing both acute and chronic presentations.
- Social Prescribers and Health Coaches are now starting up again.

<p><b>5. Wallasey Wellbeing Update</b></p> <p>The new collaborative agreement with Moreton and Meols PCN is now up and running and seems to be working well. Steve will be organising a meeting of the Wallasey Wellbeing Patient Group soon when a fuller update should be possible.</p>	
<p><b>6. Any Other Business</b></p> <ul style="list-style-type: none"> <li>• Alan mentioned that a new leaflet holder will be arriving soon and a selection of useful documents will be displayed</li> <li>• Dr Barfield mentioned that the Practice hosts medical students on placement from Liverpool University. Patients are asked for their permission for a medical student to sit in on a consultation. There is also a trial for a consultation to be viewed remotely where other students can observe.</li> <li>• Dr Barfield mentioned that there was a lot of disquiet amongst GP's about the current GP Contract. He explained that general practice has had a significant real terms deduction in funding over the past decade whilst delivering ever increasing numbers of appointments with a falling number of full- time equivalent GPs. There could well be some action taken by GPs later in the year following a proposed ballot of GPs. Dr Barfield emphasised that patient care would not be affected by any action.</li> </ul>	
<p><b>Date of next meeting – Friday 16<sup>th</sup> August 2024 @2pm</b></p> <p>The group discussed the possibility of having alternative days and time for future meetings. Dr Barfield said Fridays generally worked well for the doctors but perhaps move the time of the meeting forward. It was agreed the next meeting would start at 2pm.</p>	