

St Helens Medical Centre PPG Minutes
Monday 23rd September

In attendance:

Tricia Jepson
Susan Atwell
Peter Dodds
Diana Tuson
Pam Hogg
Gay Allen
Derek Burt
Megan Odell
Summer Wearn
Jolie Hurst

1. Apologies for absence

Keith Bradford, Maurice Dix, George Weech and Anthony Smart.

2. Minutes of last meeting

The minutes from Monday 8th July meeting, agreed, and signed off.

3. Matters arising

Peter asked if the PPG poster he put together had been shared and put up in the surgery, Jolie confirmed it had been. Tricia said the poster was very good.

Gay had some positive feedback from a patient about how lovely and welcoming one of the new GPs were.

Jolie confirmed the text message reminder issue has now been resolved and appointment reminders have been sending to patients.

4. Surgery Update

Summer was pleased to share that Dr Westmore has joined the surgery as a salaried GP, working a Tuesday morning, Thursday and Friday. Dr Westmore has a patient list, so patients are registered with her.

One of the Practice Nurses left at the beginning of September to work in the community. We have been successful in recruiting a new Practice Nurse who will be starting in the middle of October.

The admin team has expanded slightly to manage the increase in workload.

Summer said the surgery has a part time GP post to fill, and once successful the surgery will be fully staffed with GPs. Derek asked if Dr Poole works full time which Megan confirmed he does.

Flu vaccines

The walk-in flu clinics have been planned in for the dates below –

Thursday 3rd October – St Helens, 8:30am-12pm

Thursday 3rd October – St Helens, 5pm-7pm

Friday 4th October – Bembridge, 8:30am-12pm

Covid vaccines

Covid vaccines will not be given at the flu walk-in clinics. Covid vaccine clinics start on Monday 7th October, by appointment only. Invites will be sent to eligible patients (over 65s and at risk patients).

RSV vaccines

RSV is a new vaccine which is being given at the surgery, the vaccine is available to people aged 75 to 79 years (or recently turned 80). Patients will be contacted to book an appointment.

RSV is a respiratory virus that affects the lungs. Symptoms include a cough, sore throat and cold. Most people get better on their own, but older people are at increased risk of serious illness.

Tricia asked if all vaccines could be given together – Summer explained the flu and covid can be, but the RSV vaccine is by appointment only and would usually be given on its own.

5. Patients offered telephone appointments rather than face to face

This was an item Maurice raised, he was not at the meeting to discuss this. Pam said she has been given appointments by reception and is often not told who she is seeing, just what time the appointment is. Summer said she would take Pams feedback to the reception meeting, as we would encourage patients to be told who they are seeing.

Derek has on occasions has to wait longer for a face to face appointment which he has been happy to do.

Jolie said patients with long-term conditions may receive letters for telephone appointments for a review, if the patient wished to be seen face to face instead, they could be, and the appointment would be changed at their request. Some appointments are specifically for telephone appointments, these are mainly for discussing test results and follow ups from clinic letters received.

6. Website

Peter explained himself and Keith popped in to go through the website with Summer and Jolie after the July meeting. Peter said they were both looking at the website from a different angle and come up with different points. Keith had spent time looking through other surgery websites and had some points which Summer has now amended. This included details about disabled parking, stairlift and disabled access, how patient data is used and data choices. Peter pointed out some sections that needed amending (test results

& health information) and how patients could get in contact with the surgery if they wished to express an interest in joining the PPG. Peter mentioned not everyone's contact details were listed, Gay confirmed she was happy to have her email address added to the website and PPG poster.

Following on the discussion about how patients could express their interest in joining the PPG, it was decided as long as Keith agrees, patients should make contact with Keith. Ideas on how to try and recruit younger people to be part of the group was brought up, Pam said she would mention this to someone she knows who has good contact with a school. Peter suggested contacting the schools PTAs to see if any school parents would be interested. Susan asked about local parent & baby groups and whether any information about the group could be shared that way, or if the GPs when seeing younger patients could mention the PPG meeting to them – Summer said she would take this to a clinical meeting. This will be followed up at the next meeting.

7. Steve and Practice Manager Rosie from Argyll Surgery

Steve is the Digital Transformation Lead for the PCN (Primary Care Network) who has asked to attend one of St Helens PPG meetings with the Practice Manager from Argyll Surgery. They would like to attend to see how a meeting is run to support them setting up a PPG at Argyll Surgery.

Tricia asked the group if they would be happy for them both to attend, and all agreed they would be. Tricia wondered if a separate agenda could be put together for the meeting to accommodate Steve and Rosie. Summer suggested inviting them along as part of an agenda item, so they would not have to stay for the whole meeting, but could be there to ask what they would like to. All agreed this would be ok.

8. Newsletter ideas

- Information about the RSV vaccine
- Reminder to send any ideas to Keith or Jolie
- The next newsletter will be a December one so there will be a surgery Christmas message

9. AOB

Derek brought along an information sheet he had received on different ways patients can receive help with travel costs, which most of the group was aware of. Derek said it would be useful to know which procedures are not able to be carried out at St Marys Hospital and require a mainland appointment. Pam said she is aware of some mainland consultants coming over to the Island and running clinics.

Diana asked if GPs tell all patients they can use the Daisy Bus for mainland appointments, as the transport is for cancer patients only. Summer said they wouldn't be. Derek was previously told he could not use this service.

Summer said as a thank you for the groups support and work over the year, the surgery would like to put on a thank you Christmas lunch on Monday 16th December. The group were happy with the proposal and Jolie will email Keith. There will not be a November meeting.

Date of next meeting – Monday 13th January 2025 – 10am