

One Ellesmere Port PCN Patient Champions Meeting Notes

Thursday 18th January 2024

1:00 – 2:00pm

Location: Whitby Health Partnership, 114 Chester Road, CH65 6TG



| Present | |
|-----------------|--|
| Emily Morton | Co-Clinical Director |
| Rhys Lewis | Co-Clinical Director |
| Charlotte Wynne | PCN Manager |
| Sam Minshall | PCN Executive Administrator |
| Katie Ainsworth | PCN Team Care Coordinator |
| Liam Holebrook | PCN Lead Clinical Pharmacist |
| Joy Edge | Patient Champion - Great Sutton Medical Centre |
| Peter Butters | Patient Champion – Old Hall Surgery |
| Colin Rhodes | Patient Champion - Westminster Surgery |
| Gordon Trigg | Patient Champion – York Road Group Practice |

| Apologies | |
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| Marion Barnett | Patient Champion - Hope Farm Medical Centre |
| Gloria Bonner | Patient Champion - Old Hall Surgery |
| Michael Perkins | Patient Champion – Whitby Health Partnership |
| Helen Thompson | Patient Champion – Westminster Surgery |
| Kenneth Spain | Patient Champion - Westminster Surgery |
| Julie Rees | Patient Champion – Great Sutton Medical Centre |
| Jean Wilde | Patient Champion - Great Sutton Medical Centre |

1: Welcome & Introductions

The PCN Leadership team introduced themselves, and thanked everyone for attending:

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|-----------------|------------------------------|
| Emily Morton | Co-Clinical Director |
| Rhys Lewis | Co-Clinical Director |
| Charlotte Wynne | PCN Manager |
| Sam Minshall | PCN Executive Administrator |
| Katie Ainsworth | PCN Team Care Coordinator |
| Liam Holebrook | PCN Lead Clinical Pharmacist |

We explained what a PCN is and how the practices in Ellesmere Port work together.

2: Updates

Since we last met in September, we now have a Paediatric Dietitian working in the PCN. They specialise in baby weight management, fussy eating, cow's milk allergies etc.

We reminded everyone we also have an Adult Dietitian, specialising also in weight management but also bowel issues, diabetes and more.

Recently we have acquired space at Stanney Lane Clinic, which will house some of our new roles, such as First Contact Physiotherapists (FCPs), Social Prescribers, Dietitians and more, in addition to them working in our GP Practices. This will increase face-to-face appointments as room availability is in very short supply in our GP Practices.

A question was raised as to whether these Physiotherapists are being taken out the hospital, but we clarified that these are additional roles; and diagnose patients to be referred into the hospital if required. The FCPs see over 70 patients a week each, which helps with capacity for doctors and nurses.

Great Sutton Medical Centre's new building is currently being built.

Our PCN Vaccination programme successfully finished for this season back in October 2023. We were the only PCN in Cheshire West who ran joint Flu and Covid vaccine clinics. We changed the model to walk-ins instead of appointments, which helped with access. We delivered over 28,000 vaccines (Covid & Flu) which was an enormous success for patient's registered in Ellesmere Port and wider as we were able to vaccinate anybody that was eligible. Local town centre business such as Civic Hall and the Port Arcades have been incredibly supportive with space and helping the programme.

NHS England are creating new vaccination programme models of work, which our PCN are already following. Currently we believe Covid will be a recurring vaccine annually.

Dr Emily Morton suggested we could review whether Ellesmere Port patients with respiratory admissions to hospitals have been reduced, due to our ongoing efforts.

Once we have finalised the clinic dates for 2024 / 2025, we will invite organisations such as Carers Trust, local charities etc to attend and promote what they do. Suggestions as to any other organisations who could provide advice and support at the clinics were encouraged.

3: PCN Senior Clinical Pharmacist – Liam Holebrook

Currently we have 9 Clinical Pharmacists across the PCN, and 2 Pharmacy Technicians. We also have a few trainee Pharmacy Technicians who will qualify soon. These teams can review patient's medications and advise changes. This team saves doctors time, as they can action many of the 'background' prescribing work as well as answer any queries specifically regarding medication.

Reduction and de-prescribing medication have been key to supporting quality improvement and save the NHS money. It also helps patients manage their medication and knowledge of what is required.

It was highlighted that the new builds in the outskirts of Ellesmere Port have limited access to pharmacies. We advised to contact the local MP Justin Madders with these concerns as Community Pharmacies are independent contractors to the NHS.

Online Pharmacy-to-U has changed the landscape of how patients get access to it.

A concern was raised that Great Sutton Medical Centre have not been signposting patients with medication queries to the Pharmacists, and in one example when a patient asked to speak with a pharmacist, they were told no and not given other options. Whereas a task could have been sent to the pharmacist teams to get back in touch. This will be picked up directly with the Great Sutton Medical Centre team.

4: New GP Practice websites

All practices are updating their websites. The next step is to have easily accessible websites but also allow patients to do actions on them, such as registrations, online consultations, communications etc.

We are also updating the telephone systems, allowing call-back functions. A new feature we are looking into is a 'Chat-Bot' function on the phone. That way if it can be actioned online the patient can do it themselves. This will help with the phone line demand as many patients will be signposted to the NHS app. This is not a move to make all patients use online portals, but an effort to make it available to those that want to and therefore make the phone lines less congested.

It was suggested once these technical updates have been made, we need to make sure patients are aware and spread the word.

5: AOB

National shortage of drugs has become an issue in the country. The Pharmacists in the practices might be able to help find alternatives.

Regarding the location of future Patient Champion meetings, they will vary depending on number of attendees and availability.

Next Meeting: 21st March 2024
Location: TBC