

One Ellesmere Port PCN Patient Champions Agenda

Thursday 21st September 2023
4:00 – 5:00pm



Hope Farm Methodist Church, Hope Farm Road, CH66 2LF

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
Lindsay Ashton	PCN First Contact Physiotherapist
Neil Gregory	PCN First Contact Physiotherapist
Jean Wilde	Patient Champion - Great Sutton Medical Centre
Marion Barnett	Patient Champion - Hope Farm Medical Centre
Peter Butters	Patient Champion – Old Hall Surgery
Gordon Trigg	Patient Champion – York Road Group Practice
Susan Kettle	Patient Champion - Hope Farm Medical Centre

Apologies	
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
Colin Rhodes	Patient Champion - Westminster Surgery
Julie Rees	Patient Champion – Great Sutton Medical Centre

4:00pm – 4:10am (10 mins)	
1	<p>Welcome and Introductions</p> <p>Agreed next meeting may be in winter, so it would be best to have an earlier timed meeting such as midday.</p> <p>Gave an overview of the PCN for all newcomers. Reminded about the ‘terms of reference’.</p> <p>Discussed the Flu and Covid vaccination programme. It was raised that our yesterday clinic had delays with covid stock, but thankfully we were able to continue the clinic. Over the course of 3 clinic days, we vaccinated over 3000 patients both with Covid and Flu vaccinations.</p>

4:10pm – 4:30am (20 mins)	
2	<p>First Contact Physiotherapists</p> <p>Neil Gregory and Lindsay Ashton attend and gave an overview of the service.</p> <p>The service diagnoses and accesses, but do not treat. Instead, this is referred to Secondary Care.</p> <p>It was queried whether the reception teams are aware of the service, which we mentioned all the communications we use.</p> <p>The service compliments to the GPs, by allowing extra capacity and supporting the GPs with specialist queries.</p> <p>Waiting times in Secondary Care can be 8-10 weeks, whereas our average is 2 weeks.</p>

4:30pm – 4:50am (20 mins)	
3	<p>Feedback on practice websites</p> <p>Some Hope Farm patients were not aware of newsletters and how they are distributed. Some practices do not have newsletters, and it was mentioned having them is very useful, both electronic and physically available.</p> <p>It was raised that some practices have staff lists, while others do not. Also, some have their email clearly labelled, why others do not. An example was someone wanted to contact the practice manager/deputy or someone specific, however this is not clear on the website. That way patients could contact who they need with useful information.</p>

4:30pm – 4:50am (20 mins)	
4	<p>Friends & Family Test Survey</p> <p>This is National programme which is used in the NHS. It is a ‘post-appointment’ survey question asking how the patient felt about their experience.</p> <p>There are both physical and electronic surveys available at practices.</p> <p>Old Hall hand them out physically, same as Great Sutton.</p>

4:50pm – 5:00am (10 mins)	
5	<p>AOB</p> <p>70-79 year old patients are now being offered shingles vaccines, so they will start receiving texts</p> <p>It was raised if we could discuss how each practice is trying to grow their PPG groups and advertise this PCN meeting.</p> <p>There used to be Specialist stoma services at Whitby, and it was queried whether this would start again. It’s believed this is centralised and run by the Countess of Chester Hospital, so sadly we have no power to bring it back. However, we will mention it at our next PCN Ops meeting.</p> <p>We have acquired some extra space at Stanney Lane clinic, so hopefully more of our services will be face-to-face.</p>