

One Ellesmere Port PCN Patient Champions Meeting Notes
Thursday 20th November 2025
12:00 – 1:00pm

Location: Ellesmere Port Civic Hall



Present	
Charlotte Wynne	PCN Manager
Sam Minshall	PCN Executive Administrator
Katie Ainsworth	PCN Team Care Coordinator
Liam Holebrook	PCN Lead Clinical Pharmacist
Kenneth Spain	Patient Champion - Westminster Surgery
Helen Thompson	Patient Champion – Westminster Surgery
Peter Butters	Patient Champion – Old Hall Surgery
Joan Roberts	Patient Champion – Whitby Health Partnership
Jean Wilde	Patient Champion - Great Sutton Medical Centre
Sophie Bezant-Ellis	PCN Dementia Practitioner
Lydia Brady	Care Coordinator for Old Hall Surgery and Westminster Surgery

Apologies	
Gordon Trigg	Patient Champion – York Road Group Practice
Tom Foxhall	Patient Champion – Hope Farm Medical Centre
Marion Barnett	Patient Champion - Hope Farm Medical Centre
David Grove	Patient Champion – Hope Farm Medical Centre
Joy Edge	Patient Champion - Great Sutton Medical Centre
Deborah Morris	Patient Champion - Great Sutton Medical Centre
Julie Rees	Patient Champion – Great Sutton Medical Centre
Colin Rhodes	Patient Champion - Westminster Surgery
Gloria Bonner	Patient Champion - Old Hall Surgery
George Foster	Patient Champion – Whitby Health Partnership
Mary McOnie	Patient Champion – Whitby Health Partnership
Cynthia Roe	Patient Champion – Whitby Health Partnership
Margaret Parsons	Patient Champion – Whitby Health Partnership
Michael Perkins	Patient Champion – Whitby Health Partnership
Carole Hassall	Patient Champion – Whitby Health Partnership
Margaret Artell	Patient Champion – Whitby Health Partnership
Vincent Santos	Patient Champion – Whitby Health Partnership
Kathleen Bottoms	Patient Champion – Whitby Health Partnership
William Bergin	Patient Champion – Whitby Health Partnership
Denise Crossley	Patient Champion – Whitby Health Partnership

1: Welcome & Introductions

We introduced Sophie Bezant-Ellis, our new PCN Dementia Practitioner. She is currently doing her induction, and her clinics will start in a few weeks' time.

2: PCN Updates

Estates

The Great Sutton Medical Centre new build will be opening soon and is currently on track to open on Monday 8th December.

The Ellesmere Port Phlebotomy service will be moving there from Stanney Lane Clinic. The PCN has contacted the Countess of Chester Hospital NHS Foundation Trust (CoCH) to highlight our concerns that this location would disadvantage our town centre patients and request that the service operates out of 2 locations; Great Sutton Medical Centre and another town centre GP Practice. Unfortunately, at this time, the CoCH has confirmed that they will only operate the service out of the new Great Sutton Medical Centre. Westminster Surgery already operates a supplementary phlebotomy service as some of their patients find it difficult to get to Stanney Lane Clinic and therefore we have increasing concerns for these patients and that the supplementary service will become at maximum capacity. The PCN is also taking this up with Cheshire & Merseyside ICB as the commissioners for the service and would welcome any support from patients to highlight these issues.

Whitby Health Partnership have been having internal work done to the building, for example they have a new reception desk, as well as new clinical rooms upstairs which will increase their capacity to see patients.

Vaccination Campaigns

Our PCN vaccination clinics have now finished and ran very successfully., We achieved 75% uptake of eligible patients aged over 65 in our PCN, which is very impressive.

Patients who are still eligible can contact their GP Practice for a vaccine as the service runs till the end of March 2026. It is advised to get your vaccines before winter as there has been an increase in flu cases.

Patient Focused Evening Events

The PCN will be hosting events in the new year:

- Type 2 Diabetes Path to Remission (Momenta), Wednesday 21st January 2026.

We previously hosted this event in January 2025, with a turnout of 50 patients who were able to join the programme. Patients who take part receive free dietary supplements and one-to-one support from Momenta.

- Ketamine Harm Reduction Advice & Awareness Event, Tuesday 27th January 2026.

There has been an increase in Ketamine drug use in our area. We will be targeting patients aged 15-25 years old, but the invite will be open to everyone. Claire Evans who is a Specialist Urology

Nurse from Cheshire & Wirral Partnership NHS Foundation Trust (CWP) will be leading the event. Also, Via (alcohol and drug charity) will be in attendance and providing support.

Joan Roberts recommended a contact who might be able to provide further support.

- ACTION – Email Lisa Denson for support.

Recruitment

As well as our new PCN Dementia Practitioner, we are also recruiting Experienced General Practice Nurses across all 6 GP practices.

It was raised that some practices do need more nurse specialists, especially for diabetes as some annual checks have been missed.

- ACTION – Check with practices their diabetes provision and recruitment of nurses.

We have also built a PCN Nurse Forum for all 6 GP Practice nurses to network and share learning.

3: Update from Practice PPGs

Good feedback from Old Hall Surgery PPG group.

Westminster Surgery are in recruitment for more GPs, also they have found the Enhanced Access clinics have been useful.

Great Sutton Medical Centre recently had a presentation from a support group.

4: ARRS Role – Care Coordinators

Our PCN funds Care Coordinators in every GP Practice. In total we have 10 Care Coordinators (some practices have more than others based on list size).

They support certain cohorts of patients, for example, patients with Dementia, carers, palliative patients, housebound patients.

Lydia Brady, Care Coordinator for Old Hall Surgery and Westminster Surgery, attended the meeting. She gave an overview of the role, highlighting how she hosts multidisciplinary meetings, and supports roles such as the Dementia Practitioner. The Care Coordinators are also crucial to the running of the vaccination clinics.

Jean Wilde mentioned a bereavement support group called Aftermath we may wish to refer our patients to.

- ACTION – Mention Aftermath support to our Social Prescribers.

5: AOB

Cervical Screening Home Tests

So far, we have no further information, but it has been mentioned on the news recently.

NHS England being abolished

There was a query regarding how NHS England being abolished will affect GP Practices. Assurances were given that this change in the commissioning structure of the NHS will not have an impact on patient care, but will change contractual and commissioning arrangements.

Walk-in Centre

It was queried whether the new Great Sutton Medical Centre build in might host 'walk-in' clinics in the future. We do not think this will happen. Currently our nearest is still Eastham clinic.

Communications between NHS Departments

Due to time constraints, we could not discuss this AOB but it will be brought to the next meeting.

Patient Champion Meetings 2026

- ACTION - Will send out the 2026 meeting dates with the notes of this meeting.

All meetings will start at 12:00pm

Thursday 19th February 2026

Thursday 28th May 2026

Thursday 20th August 2026

Thursday 19th November 2026

Locations of the meetings will be confirmed near the time