

One Ellesmere Port PCN Patient Champions Meeting Notes
Thursday 18th September 2025
12:00 – 1:00pm

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



Present	
Dr Rhys Lewis	Co-Clinical Director
Dr Emily Morton	Co-Clinical Director
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
Colin Rhodes	Patient Champion - Westminster Surgery
Peter Butters	Patient Champion – Old Hall Surgery
Mary McOnie	Patient Champion – Whitby Health Partnership
Cynthia Roe	Patient Champion – Whitby Health Partnership
Margaret Parsons	Patient Champion – Whitby Health Partnership
Joan Roberts	Patient Champion – Whitby Health Partnership
Jean Wilde	Patient Champion - Great Sutton Medical Centre
Deborah Morris	Patient Champion - Great Sutton Medical Centre

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
Julie Rees	Patient Champion – Great Sutton Medical Centre
Helen Thompson	Patient Champion – Westminster Surgery
Gloria Bonner	Patient Champion - Old Hall Surgery
George Foster	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

The PCN team welcomed everyone, especially our new attendees.

Everyone introduced themselves and which practice they are registered with.

2: PCN Updates

Flu and COVID Vaccination Campaign 2025-26

The national start for the Flu and COVID vaccination campaign is on the 1st October

During the week the PCN will run clinics at Civic Hall, and for the weekends at the Port Arcades. All clinics will be walk-in, so no appointments needed. Posters have been printed, and soon text reminders will be sent to all eligible patients. The Practice Care Coordinators will also telephone and send letters to those who do not have a mobile.

We believe the COVID vaccine is going to be Pfizer, but this has not yet been confirmed.

It was queried why the COVID vaccine eligibility is reducing, Katie explained it is due to rising costs, but also the evaluation and reporting of which patients are more likely to end up in hospital if they catch COVID. This cohort of patients is the priority.

We are also able to vaccinate patients out of area.

PCN Estates

In 9 weeks, the Great Sutton Medical Centre new build will be opening.

It was asked if there was an update regarding the Phlebotomy service currently based at Stanney Lane, and where it might be moving to. As this service is run by the Countess of Chester, the PCN have not yet had a confirmation where the service is moving to. The Sexual Health service is temporary working within Whitby Health Partnership. We are unsure what the Council Local Authority and NHS Estates team are negotiating regarding future plans for these services.

It would be helpful for the patients to highlight to the Ellesmere Port Council that they want the phlebotomy service to remain in Ellesmere Port.

Asthma Educational Event

We have an event planned next week, and another one in the new year, helping patients move to the correct medications to support their asthma treatment. The national guidance on asthma medication has changed, so these educational sessions will help patients understand what the new changes are and what to expect in future years. We have a specialist respiratory nurse attending to do presentations.

It was raised that it can be hard to get an asthma review in person at GP Practices. However, many consultations just investigate the patient's history and can prescribe new medications if required over the phone.

It was questioned whether the offer for education sessions could also be for children in schools. However, for the current sessions we are hosting, the criteria is for the events to take place in the evenings. But we will mention this to the ICB as feedback.

Recruitment

Our PCN Dementia Practitioner Tom Slater has left, but we have no recruited Sophie Plimley who will continue the service.

We also have a new Mental Health Occupational Therapist starting at Whitby Health Partnership. Now every practice in the PCN has this role.

It was queried if we have finished recruiting roles into the PCN. Each financial year PCNs are given set amount of funds to recruit new ARRS roles. Depending on the funds, we can have the opportunity to recruit more in the future.

3: Update from Practice PPGs

Great Sutton Medical Centre

Their members have grown to 12 and are working collaboratively with the practice. They are excited to move into the new build, as there is a community area which can be used for awareness events. They have a newsletter which goes out monthly. They are organising demonstrations for the new deliberators that are on site. The new build will also provide additional space for daytime PCN Mental Health Link Workers / Counsellors.

It was queried whether we could have evening PPG meetings to help working and younger patients to attend. However, we are aware from other GP Practice PPGs who have tried changing the times and targeting other cohorts of patients, made minimal difference.

4: New Technology

It was raised that patients who are digital excluded can struggle with new systems being implemented. For example, the NHS App can be hard to manage if not set up correctly.

There is a big push nationally for Online Consultations. We want to make sure all patients have 'parity' when accessing their practices, whether that be online, on the phone, or in person. This is now contractual during core hours (8:00am – 6:30pm). Previously the number of Online consultations were limited, but by the 1st October 2025 they will be unlimited.

We also want to encourage patients to utilise the NHS App, but we also understand that many patients are not able to use it, especially when they are sick. Sam Minshall has run drop-in sessions to help patients get set up.

Practices are now getting set up on Blinx Paco for our new Online consultations system, which will replace Patches.

Voice Connect has been set up at Whitby Health Partnership, Hope Farm Medical Centre and York Road Group Practice. This system allows patients to order repeat prescriptions over the phone.

6: AOB

Next meeting is planned for Thursday 20th November 2025. Agenda and location will be confirmed near the time.

The Pharmacy downstairs at WHP has closed, there is a fear more will close across the town. It was questioned whether we have any influence to support them. As they are separate to us our influence is limited.

It was questioned if we had any further information on medication shortages. It primarily has to do with manufacturing.