

Churchmere Medical Group Patient Group

Minutes

Date: 1 August 2024

Venue: Senior Citizens Club, Pearl Yard, Whitchurch

Present:

Practice Representative: Jenny Davies (JD), Managing Partner, Dr Nick von Hirschberg (NvH), GP Partner, Elaine Ashley (EA), Data & Quality Assurance Manager, Olivia Barker (OB), Patient Services Manager

Whitchurch: Peggy Mullock (PM), Terrie Hewitt (TH), Janet Howarth (JH), David Cooper (DC),

Ellesmere: Sheila Stringer (SS),

Apologies: Dorothy Wright (DW), Fay Barrow (FB), Bev Duffy (BD), Bernise Tasker (BT)

1 Welcome (meeting opened at 1400 hrs)

Meeting was opened by PM. Round table introductions made and apologies accepted.

2. Minutes of last meeting

Minutes of last meeting agreed

- Medical examiner service was postponed and now due to go live mid/late August
- DC asked if the wording of the minutes around Rotary PSA testing could/should be amended. The Practice responded that PSA testing is not available on the NHS as it is not considered a valid screening test and the wording reflects this.

3. Appointments System

Dr Nick von Hirschberg discussed the need to change the appointment system to ensure equity of access; improve access and continuity; reduce calls volumes and wait times; remove duplication of appointments; create a system that is more manageable and sustainable for practice staff; maximise use of eConsult for self care/advice; capture demand and capacity data.

It is recognised that our demand outstrips capacity and that is a similar picture throughout the country. We need to change the system to work as efficiently as possible.

The practice proposes to go live with 'Total Triage' on 9 September and NvH delivered a powerpoint presentation on this.

Discussed patient communication and the need for patient group support during this change

NvH answered a number of questions from the group and there was a feeling of positivity around the change.

PM suggested having leaflets available and ? iPads at our Helping Yourself to Health event on 7 September.

PM suggested having posters in the notice board by the town clock in Whitchurch and this could be replicated on the notice board in Ellesmere town centre

SS suggested sharing leaflets in local businesses ie chemists, hairdressers etc.

The practice appreciates the support of group members in helping with the communications moving forward.

JD asked for group members to volunteer to help out at the practice sites during the first couple of weeks to help patients with guidance on how to complete an eConsult.

4. Actions from last meeting:

- **Help Yourself to Health event** – 7 September 2024 from 0830 – 1230 hours. Jemma, Community Care Co-ordinator has sent out invitations to 48 local groups and 16 groups have confirmed attendance.
 - EA to arrange meeting with PM and Jemma to arrange the day
 - EA to email group members for support on the day
 - EA to ask CMG staff members if they can attend on the day to show people how to a) use/download the NHS app and b) how to use eConsult

- **Rotary PSA testing** – Dr Pringle has asked that patients attending the rotary test are given an information leaflet [PSA testing and prostate cancer: advice for men without symptoms of prostate disease aged 50 and over \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/100000/psa_testing_and_prostate_cancer_advice_for_men_without_symptoms_of_prostate_disease_aged_50_and_over.pdf) and advice that if a Churchmere patient then they will need to submit a urine sample and have a second blood test before any referral. EA to email PM
- **Health Centre – Logo competition**
We had some great entries to the Logo competition from children and adults.
The final designs are currently with our graphic designer to put them into a digital format and the winner will be announced when this has been completed.

5. Update on new Health Centre in Whitchurch

Work continues to progress on the new Health Centre and some of the scaffolding is now being taken down. Unfortunately delays remain and we will not be in the building for the flu vaccination season.

OB has received 21 entries in our photographic competition which will be displayed in our new health centre and is looking forward to receiving more in the coming weeks.

6. Patient Newsletters

OB advised that the practice has received really positive feedback to the new look newsletters and the July edition went out last week. The newsletter is available on the practice website and all patients with an email address are notified of this with the link.

OB advised that each month will feature a specific team within the practice and next month will feature the Paramedic team.

OB asked for any suggestions on content to be forwarded to her for future editions.

7. GP Patient Survey 2024

This item was deferred to the next meeting

8. Any Other Business

- **Patient group membership**

Discussion held on how we can encourage and recruit new members to our group. The practice asks all new patients registering with the practice if they are interested in joining the group and then extends an invitation to those who are. The practice also posts on our Facebook page and in our newsletter.

Jemma, our C&CC, has recently started contacting all new parents with information on playgroups etc and we are extending invitations to the patient group

We have recruited one new member from Whitchurch since our last meeting.

Please can group members ask friends/colleagues if they would like to participate in the group as it would be really helpful to grow our numbers.

- **RSV vaccination campaign**

A new vaccination campaign starts in September (RSV – respiratory syncytial virus) which will offer vaccination to those age 75-79 years of age and pregnant ladies from 28 weeks. [National RSV vaccination programme announced - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Invitations will go out to eligible patients in due course

- **Flu vaccination clinics – save the date!**

Our clinics will be held on Saturday 12th October @ Lakelands School, Ellesmere and Saturday 19th October @ Brownlow Community Centre, Whitchurch. EA asked for patient group volunteers to help with marshalling and car parking as in previous years. All help gratefully received

- **GP Ballot**

NvH spoke about the results of the GP ballot announced today. The BMA announced that 98.3% of GPs in England voted in favour of taking part in one or more examples of collective action. This is not a strike and it is a bid to make the Government take seriously GP practices' requests for extra support. One of the actions suggested is limiting the number of patient contacts (F2F, telephone consultations) to 25 per day as this is considered to be a safe limit. DC asked what we currently do and NvH advised that GPs have 28 booked slots but can then get another 10 additional patients to be reviewed. This makes the day very long and unsustainable in the long term and is one of the reasons why doctors are leaving the profession. Other actions involve administrative processes. NvH does not envisage this having any direct impact on patient care. There will be patient communications around this.

- **Meeting venue**

It was decided that our next meeting will also be held in Whitchurch as only one representative from Ellesmere attending currently. Should this change, then we will go back to alternative venues.

Date of next meeting:

Wednesday 2 October @ 5.30 pm, Pearl Yard Senior Citizens Club

The meeting closed at 3.50 pm