

Churchmere Medical Group Patient Group

Meeting

Date: 14 August 2025

Venue: Meeting Room, Clayton Health Centre

Present:

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

Whitchurch: Peggy Mullock (PM), Terrie Hewitt (TH), Janet Howarth (JH), Dorothy Wright (DW), Mike Valentine (MV), Faye Barrow (FB),

Ellesmere: Ruth Bridgwood (RB), Sue Francis (SF), Connie Mason (CM),

Apologies: Sheila Stringer (SS), Bev Duffy (BD), Chris Crowther (CC), Bernise Tasker (BT),

1 Welcome (meeting opened at 1600 hrs)

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

2. Minutes of last meeting

Minutes of last meeting agreed and no matters arising.

3. Actions from last meeting

Ellesmere Help Yourself to Health event. This continues as work in progress and will remain as an agenda item.

Women's Health Event – Whitchurch. This continues as work in progress and will remain as an agenda item

4. Clayton Health Centre

After many years of hard work, the Clayton Health Centre, opened its doors to patients on 14 April.

An open day was held on Saturday 12 April which was really successful with many visitors through the door. EA thanked all members of the patient group who helped out on the day.

The practice has received a lot of feedback since opening, both negative and positive:

Negative feedback:

- No hoist in clinical rooms – *this has been reviewed and considered but would be an unreasonable adjustment in a primary care facility. Individual arrangements would be made for patients who would require a hoist*
- No handrails in the corridors – *reviewed and not considered appropriate from an infection control view*
- Smoking on site – both patients and visitors – *additional signage has been put in place and the staff of both the health centre and Hazelwood advise anyone found to be smoking/vaping on site that this is a no smoking site.*
- Lack of high back chairs in waiting room – *EA commented that we had approached Rotary, Round Table and League of Friends for help with funding additional equipment which would ease the comfort of patients but were declined by all organisations.*
- Parking –
 - Disabled spaces too far away from entrance doors
 - Disabled spaces taken up by people not visiting health centre

Positive feedback:

- Lovely building, light and bright
- Easy to park
- Beautiful setting
- Easy to access facilities
- Great to have additional services ie dietitian

EA commented that the practice continues to work alongside Wrekin Housing Trust to monitor the parking on site and also stop patients and visitors smoking on site. Please could the patient group encourage everyone to park appropriately and not smoke/vape on site.

EA asked that should any funds be raised from events involving the Patient Group that this be used towards purchasing equipment to ease the comfort of patients visiting the practice. Whilst the practice has purchased all the chairs, equipment required there are always items of equipment which would make life a little easier for patients or provide an additional level of service. In the first

instance we would be looking at the purchase of two high back chairs which would help patients who have recently undergone hip or knee surgery.

DW added that she had a chair that she thought might be suitable and she will forward a photograph to EA for consideration.

EA reported that the patient population had grown to over 21,000 patients with expectation that this will rise further. MV asked for an age profile of the practice population. This will be provided for the next meeting.

RB and SF added that Ellesmere patients had nothing but complaints about the practice and felt this had become worse since the opening of CHC. This led to a discussion with PM stating that Whitchurch is 'over the moon' with the new health centre and with the practice after many years of cramped facilities. TH commented that it is now wonderful that additional services such as the dietitian are now offered in Whitchurch which was previously not possible.

JD responded to RB and SF that she was very disappointed to hear reports of poor service in Ellesmere. This certainly does not reflect the feedback sent to the practice. JD asked that any patients who are not happy with the service delivered should be directed to contact JD or OAB personally so that they can address their concerns. The practice strives to provide the best possible service and we are always keen to hear and respond to feedback which is why it is so important that patients are encouraged by members of the patient group to make direct contact. OAB will arrange for a poster that RB and SF can put up in the League of Friends shop that will advise patients on how to provide both positive and negative feedback.

Whitchurch representatives stated that they had not received such concerns.

Actions: Age profile of practice population

Consideration of funding for high back chairs

Poster for League of Friends shop

Patient group members to direct patients to feedback directly to practice

5. Medlink – birth month reviews

EA spoke about the introduction of our new birth month review programme, called Medlink. This was introduced in early July and helps streamline the process for the review of patients with a chronic disease(s).

As part of the birth month review, the patient is sent an invitation with a link to a personalised health questionnaire. It also provides patients with links to useful resources about their condition.

For some patients, the clinician is able to complete the review without the patient having to attend the practice which many find very useful. Otherwise, patients

are then invited for either a telephone or face to face review to complete the review as necessary.

The practice has shared this information on social media, with our AI avatar and in our patient newsletter which is also emailed to all patients for whom we hold an email address.

We have had a really positive response to date and this will continue to be monitored.

6. Anima Health – Presentation by Dr Nick von Hirschberg

In September 2024, the practice became a 'Total Triage' practice where patients submit any requests for medical attention via the eConsult platform. Whilst this has worked well, the practice is conscious that it can be a little clunky and time consuming to complete. As a result, many other systems have been reviewed and in September this year, the practice will move to a new provider, Anima.

Anima is used by numerous practices in the UK and has very positive feedback. NvH demonstrated the questionnaire and gave a flavour on how this is more intuitive.

MV commented that many patients cannot use the online process and this was felt to be age discrimination. RB and SF commented that patients in Ellesmere had nothing but complaints.

OAB commented that we do have a process in place for those patients who cannot, for whatever reason, complete an online form. A code is added to the patient record and this code has been added to approximately 25% of our patients. This can be a patient of any age and we have many elderly patients who do actually prefer to communicate via email, text message.

TH added that the fact that 75% of patients are comfortable with the online system, allows the reception team to help the 25% of patients who are unable to do so.

NvH added that Anima is able to do several tasks ie document management as well as total triage which reduces the number of systems that practice currently uses.

The practice will keep the new system under review moving forward.

Communications will go out to patients shortly and the Practice asked for the patient group members to support the practice with this change of provider.

7. Any Other Business

Flu & Covid Clinics

EA reported that the practice is currently planning the flu vaccination clinics for the Autumn. In addition, we will be administering covid vaccination boosters to those patients who meet the eligibility criteria.

The vaccination campaign starts in early October and we hope to have two mass vaccination clinics – one at the Lakelands school in Ellesmere and the other at the Clayton Health Centre. As soon as the dates are confirmed the practice will start sending out invitations to patients.

We have just under 6000 patients age 65+ years and just over 3000 other patients who are eligible for flu vaccination this year.

EA asked patient group members to encourage patients to book their appointments when they receive their invitations.

EA also asked members for their support again with volunteering and more information will be sent out when the dates have been confirmed.

Date of next meeting:

To be confirmed

The meeting closed at 1710 hrs