

Churchmere Medical Group Patient Group

Meeting

Date: 10 April 2024

Venue: Senior Citizens Club, Pearl Yard, Whitchurch

Present:

Practice Representative: Jenny Davies (JD), Managing Partner. Elaine Ashley (EA), Data & Quality Assurance Manager

Whitchurch: Peggy Mullock (PM), Dorothy Wright (DW), Fay Barrow (FB), Bev Duffy (BD), Terrie Hewitt (TH), Janet Howarth (JH), Chris Crowther (CC)

Ellesmere: No members attended

Apologies: David Cooper (DC), Carole D'Amassa (CD), Sarah Smith (SSm), Sheila Stringer (SS), Gerald Dakin (GD)

1 Welcome (meeting opened at 1730 hrs)

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

2. Resignations

Sarah Smith and Carole D'Amassa have both sent in their resignations from the group. Both have other commitments and find it difficult to attend meetings. However, both Sarah and Carole have said they would like to help out at events and vaccination clinics etc in the future.

The group would like to thank Sarah and Carole for their time, help and support with the patient group.

3. Minutes of last meeting

Minutes of last meeting agreed and no matters arising.

4. Rotary Club, Prostate Testing campaign

Whitchurch Rotary Club recently held their PSA testing campaign at Whitchurch Rugby Club and they had over 950 men attend for a test.

Any screening event does have an impact on NHS resources in order to follow up any abnormal tests within the Practice. Unfortunately, on this occasion, the Practice were not given prior notice of the event and found out on the day of the event. The practice swiftly had to create some capacity over the next few weeks to deal with patients receiving letters from Rotary to say that their PSA test required further action. This was challenging to arrange at such short notice and resulted and something we would want to avoid in the future.

We know that 49 men received a 'red' letter (abnormal result) from the Rotary testing campaign with advice that they contact their GP. The practice standard is for each patient to have a urine test (to rule out infection) and for the PSA test to be repeated (to ensure no exercise, sexual activity prior to the test).

NHS guidance is that: Before having a PSA test, men should not have ejaculated during the previous 48 hours.

Semen released during sexual activity can cause PSA levels to rise temporarily, which may affect the test results.

For the same reason, before having a PSA test men should not have:

- exercised vigorously in the previous 48 hours
- an active urinary infection (UTI) or had a UTI in the past 6 weeks
- had a prostate biopsy in the previous 6 weeks www.NHS.uk

We discussed the importance of communication between the Rotary Club and the Practice when organising such events to allow the Practice time to plan and organise additional capacity for dealing with the anxious men in as short a time as possible.

We discussed the Practice preparing an information leaflet prior to any future events which could be given to patients registered with the Practice. The leaflet would advise the men on what to do in the event of an abnormal letter and the process for repeating the test, having a urine test etc.

The Practice were also made aware that the next testing campaign had been organised for September 2025. The Practice has asked Rotary to change this date as this is the start of the flu vaccination season and the practice would not have any additional capacity available.

PM confirmed that Rotary are looking at an alternative date to avoid the flu vaccination season.

PM asked whether representatives from the Practice would like to attend a Rotary dinner or have a private meeting to discuss this further.

Action: EA/JD to liaise with PM re meeting with Rotary Club

5. Medical Examiner service

A national network of medical examiners was recommended by the Shipman, Mid-Staffordshire and Morecambe Bay public enquiries to ensure all deaths within England are scrutinised by an independent service.

Medical examiners are senior doctors who provide independent and proportionate scrutiny of all non-Coronial deaths in England and Wales to improve the accuracy of the medical certificate of cause of death, discuss with the bereaved to establish if they had any concerns with care before death.

The medical examiner service starts at the end of April in our area and our local office is at the Shrewsbury and Telford Hospital.

We discussed the current process of issuing a death certificate (MCCD) compared with the new process.

The new process does provide support for the bereaved and should not cause any delay in the issuing of a certificate.

CC asked whether the service had enough Medical Examiners (MEs) to deal with this change and EA advised that there are currently 17 MEs within Shropshire. EA advised that the ME has electronic access to the deceased's medical records in order to review the care and prepare the MCCD.

The practice team are currently receiving training on the new process. We do have a leaflet called 'Medical Examiners Service – Information for Relatives' leaflet that gives more detail to the changes.

6. Actions from last meeting:

- Help Yourself to Health event – proposed date of 7 September 2024 from 0830 – 1230 hours. The cost of the Watergate Centre, Whitchurch is £17 per hour. JD and EA advised that the event would have to be organised and run by the group with support from JN, Community Care Co-ordinator as still considerable work to complete for the new health centre.
 - EA to book Watergate Centre

- EA to liaise with JN re sending out invitations to charities/organisations
- PM to visit the Watergate Centre to look at facilities for refreshments
- Health Centre – Logo competition

The logo competition is now live and runs until the end of May. It has been sent to the local secondary schools and posted on social media in both Whitchurch and Ellesmere. Very big thanks to DC who helped with direction in how to approach this.

JH asked whether Bishop Heber High School was involved but EA advised that as this school is not within our practice catchment area, the competition was not opened up to all pupils at the school. However, anyone living within our catchment area is able to enter despite attending a school out of area.

JH wondered whether the design brief was a little too detailed and may put people off. EA confirmed that we worked with the advice given at the time.

The Practice has also approached the secondary schools regarding displaying artwork in the new Health Centre. Response received from SJT around the budget for this. It is recognised that the education services are under as much pressure as health services but it is disappointing as we had hoped to be able to showcase some of the work done by local students but, unfortunately, there is no budget available.

The practice is keen to have community involvement with the logo and decoration/art work within the new health centre.

7. Update on new Health Centre in Whitchurch

EA and JD were updated today that there has been an issue with the windows supplier and this has created a delay. This is likely to delay the completion date until September 2024. This date is obviously fluid as the contractors are working really hard to pull back any set backs.

The practice are keen to be in the new Health Centre ahead of the flu vaccination campaign.

8. Patient Newsletter – March 2024

The March newsletter is hot off the press today and EA produced a copy for the group to see.

This edition is titled 'Understanding General Practice' and details the various ways in which a patient can contact the Practice ie. telephone, eConsult, NHS app, POD.

This led to a discussion on the positives of eConsult and, in particular, the NHS app where you can order your prescriptions, view your health records, book limited types of appointments and book hospital appointments after you have been referred by your GP.

The newsletter also highlights our Primary Care Paramedics, Alan and Michelle, and the role they play within the practice.

Friends and Family Test results for January and February are featured and the Practice are very pleased to see that the vast majority of results are 'very good' or 'good'.

The group asked if the newsletter could be emailed to all patients as a matter of routine but unfortunately we are prohibited from doing this due to GDPR. A link to the newsletter is available on our practice website www.churchmere.co.uk and also a link published to the newsletter from our Facebook page.

It was agreed that the newsletter would be emailed to the patient group members directly.

The April newsletter will be out very shortly!

9. 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
Everyone to think how we might increase our numbers.....
- Meeting venue
It was decided that our next meeting will also be held in Whitchurch as there are no representatives from Ellesmere attending currently. Should this change, then we will go back to alternative venues.

Date of next meeting: To be confirmed
The meeting closed at 7.00 pm