

## PATIENT PARTICIPATION GROUP MEETING – MINUTES

FRIDAY 11TH AUGUST 2023

Apologies as we have not had a meeting for some time.

Our appointment system was discussed at our last meeting since then we are pleased to say we have improved our patient access and are now seeing more patients face-to-face.

I discussed our new appointment system at the meeting today.

The main change has been that the GP holding the emergency clinic that day (on call GP) has gone from all telephone consultations to 13 face-to-face appointments inclusive of the am and pm clinics. The rest of their appointments are telephone or GP only to book appointments and 4 results appointments.

The GP on routine appointments has changed five of their routine face to face appointments over to emergency face to face to help with the demand for urgent on the day requests.

These changes have been in place now for approximately 8 weeks and the reception staff have seen some improvement and this is continually being monitored.

---

### ADDITIONAL SERVICES

It was discussed at the meeting the additional services available at our practice and locally.

---

### NURSE PRACTITIONER

Clare one of our practice nurses is now registered as a Nurse Practitioner. This is also helping with our GP appointments.

Clare joined us in the meeting to go over the problems and symptoms that she treats.

She is able to prescribe and treats the following:

- Eye problem
- Ear problem
- Throat problem (i.e. sore throat/tonsillitis)
- Abdominal problem (e.g. nausea/vomiting/constipation/diarrhoea/abdominal pain)
- Chest problem (e.g. cough/breathlessness)
- Urinary problem (need to bring urine test to appointment)
- Vaginal discharge (not vaginal bleeding)
- Breast problem (e.g. lump/pain)
- Rash
- Heartburn
- Ingrown toenail
- Gout
- Back pain
- Arm or leg pain

There is a new scheme called THINK PHARMACY for Minor Illness. You may not need a GP appointment as often the pharmacy can treat minor illnesses.

Below is a list of problems that they will treat:

- Acne, spots or pimples
- Ankle, foot pain
- Athletes foot
- Back or neck pain
- Blisters
- Cold sores
- Cold symptoms (without cough or fever)
- Conjunctivitis (aged over 2)
- Constipation
- Corns or callouses on foot.
- Cough (aged over 5)
- Cystitis (women 16-64 only)
- Diarrhoea or tummy bug
- Dry sore or watery eyes (aged over 2)
- Earache (aged over 2)
- Ear wax or blocked ear (aged over 5)
- Eczema/Dr Skin
- Eyelid problems (aged over 2)
- Failed contraception (over 16 only)
- Flu symptoms
- Hair loss (men)
- Hay fever
- Headache or Migraine
- Head lice
- Heartburn
- Hip pain.
- Indigestion
- Infant colic
- Insect Bites/stings
- Itch
- Knee or calf (lower leg) pain
- Mouth Ulcers
- Muscle Pain (for pain in back or neck please use back or neck pain questionnaire)
- Nappy rash
- Piles
- Scabies
- Sprains/strains
- Teething in babies
- Threadworm
- Thrush affecting your mouth (oral thrush)

- Toothache
- Vaginal discharge or itch/ Vaginal thrush
- Warts/Verruca
- Wound care/dressing
- Wrist hand or finger pain

Below is a list of problems that they will NOT treat:

- Signs of a heart attack - pain like a very tight band, heavy weight or squeezing in the centre of your chest
- Signs of a stroke - face drooping on one side, can't hold both arms up, difficulty speaking
- Severe drowsiness, confusion or unconsciousness (can't be woken up)
- Severe difficulty breathing - gasping, not being able to get words out, choking or lips turning blue
- Sudden rapid swelling of the eyes, lips, mouth, throat or tongue
- Heavy bleeding that won't stop
- Severe injuries or deep cuts after a serious accident
- Seizure (fit) - someone is shaking/jerking because of a fit, or is unconscious (can't be woken up)

Many local pharmacies are taking part in this scheme, please see listed below some of our locals:

**Asda Pharmacy**

Asda Stores Ltd, 222 Grange Road, Birkenhead, CH41 6EB - 01512303920

**Jamieson's Pharmacy**

44 Whetstone Lane, Birkenhead, Merseyside, CH41 2TF - 01516474449

**Boots**

215 Grange Road, Birkenhead, Merseyside, CH41 2PH - 01516477255

**Superdrug Pharmacy**

203-205 Grange Road, Birkenhead, Merseyside, CH41 2PF - 0151 6477387

**Rowlands Pharmacy (Balls Road)**

40 Balls Road, Birkenhead, Prenton, United Kingdom, CH43 5RE - 01516528282

**Vittoria Healthcare Ltd**

134 St. Anne Street, Birkenhead, Merseyside, CH41 3SJ - 01516478679

**Rowlands Pharmacy (Chanins)**

73 Market St, Birkenhead, Wirral, United Kingdom, CH41 6AN - 01516478017

**Tranmere Pharmacy**

4 Tranmere Court, Tranmere, Birkenhead, CH42 5AB - 01516478645

**St Catherines Pharmacy**

The Retail Pharmacy Unit, St Catherines Com Hosp, Church Road, Birkenhead, CH42 0LQ - 01516013132

**Birkenhead Pharmacy**

31 Laird Street, Birkenhead, Wirral, CH41 8DB

**Cloughton Pharmacy**

161 Park Road North, Cloughton, Birkenhead, Merseyside, CH41 0DD - 01516537543

**Woodchurch Road Pharmacy**

379 Woodchurch Road, Prenton, Birkenhead, Merseyside, CH42 8PE - 01516082609

**Swettenham Chemists**

249 Old Chester Road, Birkenhead, Merseyside, CH42 3TD - 01516451851

**Old Chester Pharmacy**

296 Old Chester Road, Rock Ferry, Wirral, Merseyside, CH42 3XD – 01516453055

**Lloyds Pharmacy**

Victoria Park Health Ctr, Bedford Avenue, Rock Ferry, Birkenhead, CH42 4QJ - 01516451201

**St Paul's Pharmacy**

75-77 St Paul's Road, Wallasey, Merseyside, CH44 7AL - 01516384555

**Townfield Pharmacy**

Townfield Health Centre, Townfield Close, Birkenhead, United Kingdom, CH43 9JW - 01516537707

**Boots**

30 Hoylake Road, Bidston, Birkenhead, CH41 7BX - 01516537871

**Somerville Pharmacy**

Somerville Medical Centre, 71 Gorsey Lane, Wallasey, Wirral, CH44 4SP - 01516382772

**Boots**

206 Bedford Road, Rock Ferry, Birkenhead, Merseyside, CH42 2AT – 01516439051

---

## PATCHS

Another service available to you is PATCHS. This is an online service which enables you to message the practice – to seek medical advice or to book a GP telephone consultation. It is a very simple system to use and is proving to be popular on the Wirral. You need an email address for this and you must register online.

There will be 23 appointments available per week for a trial period and these appointments will be taken from those already in place. The Practice go-live date for this is Tuesday 12<sup>th</sup> September.

Please let us know your thoughts regarding this.

---

## BOOKING AN APPOINTMENT THROUGH PATIENT ACCESS FOR WALK-IN CENTRES

One of the patients in the group mentioned that she was experiencing difficulties in booking an appointment for a chest problem as there were no appointments available.

Please be aware that if we have no urgent appointments available for problems such as chest infections that you can book an appointment through us (647-7321) for the Miriam Centre. We do only have a small number of allocated appointments each day being released at different times in the day, and we must have used all our GP appointments before we can book you an appointment with them. This is obviously better for the patient to have an appointment rather than walking in and waiting especially if the patient is particularly unwell.

---

## GP PATIENT SURVEY

This was discussed at the meeting today and the group requested that I copy a link for the results, so please see link below.

This is a patient survey questionnaire sent to patients independently.

425 Surveys were sent out to our patients.

100 Surveys were sent back completed.

This gives a completion rate of 24 %

Unfortunately, we came 4th from bottom on the Wirral and we only scored 58%

If you copy the link below you can see the whole of the survey results

<https://gp-patient.co.uk/>

We would like to hear your feedback regarding these findings and any ideas you may have regarding areas in which we can improve our service to you by emailing us [cmicb-wi.vittoriadc@nhs.net](mailto:cmicb-wi.vittoriadc@nhs.net)

---

## TEXT MESSAGES SENT TO PATIENTS

It was mentioned that a patient had received a text message that could have been typed with a more appropriate message. I said that I would bring this problem to the attention of all the staff and ask them to ensure when sending message to patients to be aware of patients age etc. All staff at the practice have been made aware of this.

---

## NEXT MEETING

Will be mid-October – I will be in touch with an exact date nearer the time.

Part of the survey included online patient access and our website and I would appreciate your ideas and feedback regarding this pre-meeting.

Also on the agenda will be information regarding the flu clinics.

Can I add at this point – Please do not wait for an invite for flu appointments, please just phone the surgery in September to book your appointment for October.

Thank you all for your input, it is much appreciated.