



Meeting Notes

Southport & Formby Primary Care Network (PCN)
Patient Participation Group (PPG):
North Southport & Central Southport Localities

Churchtown Medical Centre	Christiana Hartley Medical Practice
Corner Surgery	Cumberland House Surgery
Marshside Surgery	Kew Surgery
Norwood Surgery	St Marks Medical Centre

Date: Thursday 10th October 2024, 5.30-7pm

Venue: Southport Community Centre, Norwood Road, Southport, PR8 6HQ

No.	Item
1.	<p>Welcome & Introductions Clare Touhey, Network Manager, Southport & Formby PCN, and Matty Smith, Projects Manager, Southport & Formby PCN</p> <p>Clare Touhey welcomed attendees to the meeting and provided an introduction to this Primary Care Network (PCN) Patient Participation Group (PPG) meeting.</p>
2.	<p>Southport & Formby Primary Care Network (PCN): Who We Are & Our Aims Clare Touhey, Network Manager, Southport & Formby PCN</p> <p>Clare Touhey presented an introduction to Southport & Formby PCN, please see attached slides:</p> <p> PCN Manager Presentation - Clare T</p>
3.	<p>Southport & Formby Social Prescribing Service Nikki Williams, Social Prescribing and Personalised Care Lead, Brighter Living Partnership</p> <p>Nikki Williams presented an introduction to Southport & Formby Social Prescribing Service, please see attached slides:</p>



No.	Item
	<p data-bbox="325 297 379 353"></p> <p data-bbox="252 360 459 409">Social Prescribing Presentation - Nikki W</p> <p data-bbox="252 432 1134 461">The Social Prescribing Presentation was followed by a Q&A session.</p> <p data-bbox="252 521 1385 680">A question was raised asking whether individual patient Social Prescribing records are saved in the patient's GP medical record. Nikki Williams advised that Social Prescribing information is recorded on a separate IT system but GPs can access and view this as needed.</p> <p data-bbox="252 741 1437 1043">A question was raised regarding long waiting times for the Social Prescribing service. Nikki Williams acknowledged that as the service has become more popular waiting times had peaked earlier this year, but a new member of staff, the Social Prescribing Care Coordinator, was recruited to address this, and the situation has now improved. The Social Prescribing Care Coordinator reviews all incoming referrals from GP Practices, makes an initial contact with the patient, and they also work with GP Practices to resolve any errors or omissions on referral forms, which might previously have caused delays to the referral.</p> <p data-bbox="252 1104 1430 1406">A question was raised as to whether the Social Prescribing Service is linked in with Sefton Council Social Services. Nikki Williams confirmed that the Social Prescribing Service do have working arrangements in place with Social Services, however the Social Prescribing Service is also highly in demand, and the Service is trying to avoid over-promoting itself to prevent waiting times from escalating. They do work closely with other partner organisations / teams across health including Southport Cancer Centre, and Mersey Care NHS Trust for the Mental Health Practitioners that work in practices.</p> <p data-bbox="252 1467 1430 1626">A question was raised regarding the fact that the Social Prescribing Service is for patients aged 18+ and that there is a lack of provision for children and young people. Clare Touhey acknowledged that there is a gap here which the PCN team would like to address, but is limited by budget constraints and the more specialist requirements of this work.</p>
4.	<p data-bbox="252 1659 1091 1733">Pharmacy First Sara Davies, Engagement Officer, Community Pharmacy Sefton</p> <p data-bbox="252 1794 1417 1868">Sara Davies presented an introduction to the Pharmacy First Service, please see attached slides:</p> <p data-bbox="325 1883 379 1939"></p> <p data-bbox="252 1946 459 1995">Pharmacy First Presentation - Sara D:</p>



No.	Item
	<p>The Pharmacy First Presentation was followed by a Q&A session.</p> <p>A question was raised asking why is it that a GP Practice referral to Pharmacy First might be declined? Sara Davies advised that any member of GP Practice staff can send a referral and the patient might not be eligible for the service.</p> <p>A question was asked whether this was available at all community Pharmacies? Sara Davies advised that 98% of Pharmacies have signed up across Sefton, and all of these offer a walk-in service. Sara Davies confirmed that Pharmacy First is a nation-wide service.</p> <p>A question was asked whether there is a system for clinical Red Flags and escalation? Sara Davies said that yes, referrals from Pharmacies back to GP Practices can be marked as urgent, and if this is not picked up in time, then patients may be directed to A&E if necessary.</p> <p>A question was raised as to whether the Pharmacy First A&E referral data was available? Sara Davies noted that she didn't have this available yet but she would share this later.</p> <p>A question was raised asking what should a patient do if they are unhappy with how they were treated as part of Pharmacy First? Sara Davies confirmed that any complaints about a Pharmacy can be reported to NHS England.</p> <p>A question was raised regarding the Data Protection measures for Pharmacy First? Sara Davies confirmed that all Pharmacies participating in Pharmacy First complete full training beforehand.</p> <p>A question was raised as to whether Pharmacies are paid for participating in Pharmacy First? Sara Davies advised that no, Pharmacies do not receive specific payments relating to Pharmacy First.</p>
5.	<p>Southport & Formby 7 Day GP service Clare Touhey, Network Manager, Southport & Formby PCN on behalf of Danika Fyles, Operations Manager, Southport & Formby 7 Day GP Service</p> <p>Clare Touhey presented an introduction to Southport & Formby 7 Day GP Service, please see attached slides:</p>



No.	Item
	<p data-bbox="325 300 379 353"></p> <p data-bbox="252 360 456 412">7-Day GP Presentation - Clare T</p> <p data-bbox="252 472 1126 506">The 7-Day GP Service Presentation was followed by a Q&A session.</p> <p data-bbox="252 562 1442 685">A question was raised asking how many GPs work across the whole of Southport & Formby PCN? Clare Touhey advised that the PCN does not have access to this data, because the PCN is not the commissioner of GP Services, that is NHS England.</p>
6.	<p data-bbox="252 741 831 775">Feedback and suggestions for next meeting</p> <p data-bbox="252 831 1350 909">A member of the meeting raised that they were previously unaware of the 7 Day GP Service, and this had been useful to learn about.</p> <p data-bbox="252 965 1417 1043">A member of the meeting advised that it had been positive to attend, and they will share the information they have learned.</p>
7.	<p data-bbox="252 1099 826 1133">Date of the next meeting: to be confirmed.</p>