

Title:	PPG meeting
Venue:	Cumberland House Surgery - room 5
Date & Time:	15.01.25 13:30 – 15:00
In attendance:	Deputy Practice Managers: Vicki Brown & Torie Gooden. Patients: Mrs Y, Mrs G, Mrs C & Ms KM.

Item no:	Item:	Action required:
1.	Welcome/Introduction	
	Vicki Brown (VB) opened the meeting by thanking everyone for their time and asking each attendee to introduce themselves to the group.	
2.	Breast screening	
	VB informed everyone that there is presently a mobile screening unit at Splashworld. Last time around, there was a 65% uptake from invites sent. People aged from 50 up to 53 are invited for their first appointment up to the age of 70 are eligible, although over 70's can request a screening by calling: 0151 282 6920	
3.	Next joint PPG	
	The next joint PPG meeting will be in April/May 2025 and VB invited suggestions for a venue that is central to all attendees. Ms KM suggested Christ Church on Lord street. It was found out by Ms KM that the room hire would be £50 per hour. VB to feed this back to the Primary Care Network - done	VB
6.	Healthwatch Sefton – guest speaker Jack Morgan (JM) Healthwatch Sefton	
	<p>JM briefly joined the meeting to give an overview of the work he carries out for Healthwatch Sefton – an independent organisation that act as health and social care champions. Healthwatch Sefton collate reviews from the public about their experiences with their healthcare provider(s), which then gets fed back anonymously to those providers. You can leave a review via their website: <a href="http://www.healthwatchsefton.co.uk">www.healthwatchsefton.co.uk</a> (under the 'share your experiences' tab), on a printed feedback form (email in which to request one below) or at periodic 'listening' events which they advertise on their Facebook page.</p> <p>Additionally, they offer complaint advocacy, if you cannot reach a resolution directly with your healthcare provider and offer general advice on where to get help in the local area, if you are unsure where to seek advice from.</p> <p>Jack can be contacted directly at: <a href="mailto:jack.morgan@healthwatchsefton.co.uk">jack.morgan@healthwatchsefton.co.uk</a> or for general enquiries to: <a href="mailto:info@healthwatchsefton.co.uk">info@healthwatchsefton.co.uk</a></p> <p>Details about Healthwatch Sefton will also be put on the Cumberland House Surgery (CHS) website: <a href="http://www.cumberlandhousesurgery.co.uk">www.cumberlandhousesurgery.co.uk</a></p> <p>Mrs C suggested having a monthly 'spotlight' section on the CHS website to highlight important local information/updates/contact numbers.</p> <p><b>First 6 months of the year planned with a digital and surgery presence</b>  <b>The first month will be Healthwatch and the details will be as per presentation from Jack so not make the workload too heavy for VB.</b></p>	<p>VB add to CHS website</p> <p>VB to look into implementation</p>
7.	CHS statistics	
	VB circulated a print-out of CHS calls and appointment statistics. The patients in attendance reported that the call-back option is very good, although there were some mixed opinions on the efficacy of our e-Consultation service. VB advised	

	<p>this service is for non-urgent issues that <b>do not</b> require a clinician to see patients face-to-face (such as an ongoing rash that you could send in a photo of). Mrs G queried what was appropriate/inappropriate to send through to the generic practice email address: prescription requests are appropriate, asking for medical advice is not. All emails however should receive a response within 48 hours.</p>	
8.	Health & Wellbeing apps	
	<p>VB asked for opinions around Health &amp; Wellbeing apps. The consensus was that they work well, and that patients are more receptive to having them if the come recommended by their GP. Patients present already use the NHS app although one said she preferred to use Patient Access. VB is an NHS app ambassador and intends to hold a 'pop up' event for patient to attend, Mrs Y kindly offered to help with this.  All patients present said they thought CHS should have a social media platform.</p>	<p>VB liaise with MrsY  VB/TG to discuss with GP Partners</p>
9.	Walk-in centres	
	<p>Mrs C kindly distributed a list of walk-in centres available in the Sefton area, which highlighted several concerns, namely the distance to the <i>nearest</i> one being in Ormskirk, which reportedly has poor parking facilities and is open for less hours than other treatment centres further afield. VB suggested contacting the local MP to highlight locality issues and potential impact on A&amp;E. Patients suggested there should be advice on our website on what they should do out of practice opening hours if they need medical assistance and cite patients' positive experiences of out of hours services used. Additionally, information on bus routes in which to use to get to the available walk-in centres would be helpful.</p>	<p>VB to add to website</p>
10.	AOB	
	<p>Ms KM queried if there are any plans in the future for a mobile chemotherapy unit. Presently done at Clatterbridge which is a significant distance to travel if you don't have your own transportation and hospital transportation is reportedly not reliable enough to ensure you get to your appointment on time. VB said she would contact our local cancer care coordinator to enquire. <b>Response from Cancer Care Coordinator – Mel Coy – There is no remote service that can offer cancer treatment as mentioned, however contacting Cancer Alliance Website: <a href="https://cmcanceralliance.nhs.uk/public-information/get-involved">https://cmcanceralliance.nhs.uk/public-information/get-involved</a></b> <b>Patient engagement details: <b>How do I contact the team</b> - You can contact the Patient Engagement officers via email on: <a href="mailto:ccf-tr.cmcapatientengagement@nhs.net">ccf-tr.cmcapatientengagement@nhs.net</a> or telephone 07823 417 472 / 07786 975 694</b></p> <p>Mel will also raise this point at her next Health Inequalities Staff Meeting</p> <p>Physician associates (PAs) and their role within general practices were briefly discussed, however Cumberland House Surgery do not have any PAs in their employ and have no plans to recruit.</p>	<p>VB email Mel</p>
11.	Date of next meeting	

	TBC (but one evening later in the year and after the joint meeting in April/May)	
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