



Chair: Sue Hutchinson
Vice Chair: Amy Butterworth

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Hamilton Medical Centre PPG Meeting

Minutes of Meeting

Monday 26th February 2024 6pm-7pm

Present:	
Amy Butterworth	PPG Vice Chair & Meeting Chair
Dr Adegoke	GP
Dr Adeogun	GP
Mark Deevey	Practice Manager
Gail Spencer	Office Manager
Rebecca Trevitt	Practice Administrator/PPG Co-ordinator
BW	PPG Representative
AW	PPG Representative
JS	PPG Representative
IH	PPG Representative
PE	PPG Representative
EE	PPG Representative
Apologies:	
Susan Hutchinson	PPG Chair
YPL	PPG Representative
1.1	Apologies
	Apologies were noted as above.
1.2	Introduction
	Everyone went around and introduced themselves
1.3	Minutes of the last meeting
	Not applicable, as relaunching PPG
1.4	Action log
	N/A
2.	Meeting Chair Introduction
	Amy Butterworth introduced the PPG and identified 4 objectives that we would like to achieve from the PPG Meetings:

	<ul style="list-style-type: none"> • To support the practice • To have a clear role in understanding patients and listening to them • To advocate and support campaigns. • To be a representative when possible
3	Practice Update
	<p>Mark Deevey gave a practice update:</p> <ul style="list-style-type: none"> • Currently have 3000 patients registered at the practice. • The practice is looking to potentially move as we need space for ever increasing patient services we wish to provide as we are outgrowing the current building and are currently full to capacity. Currently in discussions with other services about a possible move. • Receptionists have been trained to triage more over the phone in order for patients to be directed to the most suitable service. • New staff at Hamilton including Drew (Physiotherapist) in clinic every Friday. Georgina Medicine Manager based permanently at the practice to deal with any patient medication queries and prescription ordering. Isobelle Steele new practice nurse in clinic on Tuesday and Fridays. • New telephone system has been put in place with a new queuing system and call back feature to start soon. • Dr Adegoke cares for two care homes Beechcroft and Wirral Christian Centre and does a ward round every week. He also has clinics at two of the local hostels every week. • We have taken over the ear syringing service for the PCN which covers all 7 GP practices in the Brighter Birkenhead PCN region. This has been very successful and has 100% positive feedback from patients • Offering extended access clinics on a Monday and Tuesday • There is also an extended access hub available in St catherines offering appointments throughout the week including weekends. • PCN also offering a home visit service for housebound patients.
4	Proposed focus areas and campaigns for 2024 to support practice and improve patient experience.
	<p>Amy Butterworth suggested that we can take part in supporting national campaigns and look at ways to improve communication in the practice. We could also look at educating all those at the practice on early detection programmes that are available.</p>
5	Discussion on future health and wellbeing speakers
	<p>Amy Butterworth opened the discussion up to see if anyone in attendance would like to invite someone from the community to speak at the next PPG meeting. It was agreed that Alex Fisher Wirral wide co-ordinator in the faith community and BAME co-ordinator would be invited to attend the next meeting.</p>

	<p>Action Amy to organise Alex Fisher for next meeting</p>
6	<p>Any other business</p>
	<p>PE made the suggestion to do a briefing via mobile to reach all those with phones. This brought up the discussion of the importance of updating and confirming patient’s mobile numbers.</p> <p>JS suggested that we add posters in reception to remind people to update their details when they come into the surgery. It was also suggested that we could hand out forms for patients to write their updated details on and we could use opportunities for example during flu and covid vaccination clinics. During these clinics PPG members could come into the surgery to help with this. The use of the self-check in screen was suggested as this also has the ability to collect patients updated information on arrival.</p> <p>Amy Butterworth highlighted the importance of maintaining conversations. Herself and Susan Hutchinson are Chair and Vice chair of the PPG and are always happy to chat regarding the PPG and are open to suggestions. It was suggested by Amy that we can share via the Hamilton website and Facebook page the minutes from today’s meeting and update the display boards with the relevant information. Also, to do an updated practice newsletter.</p> <p>Thank you to all who attended.</p> <p>Actions:</p> <p>Mark to send a link to website PPG page and Practice Facebook Page to all patients with mobile phone. The page will include these minutes.</p> <p>Gail to arrange for posters to go up on reception asking patients to update their details.</p> <p>Mark to arrange forms to be put on reception for patients to complete to update details. These will also be passed out during busy clinics like COVID etc.</p> <p>Mark to invite Chair/Vice Chair to help promote PPG on day of Spring COVID Clinics.</p> <p>Mark to look in to self check-in screen to have update details part for patients to do while checking in.</p> <p>Mark to update Practice PPG page on website and also promote Facebook more.</p>
7	<p>Date, Time & venue of the next meeting</p>
	<p>Monday 3rd June 2024 6pm at Hamilton Medical Centre</p>