Minutes -

**Attendees:**

* Victoria Knight – PCN Manager
* JA - Hollies - Chair
* AC – Park House Medical Centre
* JI – Prescot Medical Centre
* JB – Prescot Medical Centre
* SD – Dinas Lane
* Richard Crystal –Spirit Health -Guest Speaker
* Karen Moynihan - Health Watch – Minute Taker

Apologies:

* JB
* DA
* CB
* KE

**Welcome and Introductions**

JA – Welcomed everyone to the meeting and suggested introductions around the table

**Update of Minutes**

June 2024 - was reviewed and agreed to be a correct record.

**Guest speaker: Richard Crystal – Spirit Health**

RC introduced himself and Spirit Health. He suggested providing an overview of information and provide an opportunity to ask questions. Spirit Health is supporting the NHS changes within Diabetes. NHS England provide updates on Cheshire ICB having looked into costs and analysis.

Some of the services / practices have completed the trail which started August 2024 and some are yet to be involved- Surgeries such as Cedar Cross and Nutgrove MC have completed. Tarbuck MC and Dinas Lane have started and are underway. Longview have also signed up. Prescot MC declined the service and Stockbridge and Pilch Lane MC are yet to sign up.

Blood glucose services and use of insulin pens are a service which the company provides. Spirit Health will never force a patient to change the medication. Audit lists are created within pharmacies and signed up by Lead GPS. Patients can receive new meters and will be provided with full training and information and support.

RC opened the discussion to questions -

JA – Enquired about the switch process with clinical support – RC acknowledged this was available, not seconded out to agencies but continue to provide support to patients. Patient reactions was raised and clarified that patients receive feedback forms and these are provided to all surgeries. What meters are in use as glucose meter are expensive. RC – suggested Talking meters have been excluded from the switching process. No children are included and the service is open to Adults only.

JA - enquired have the pack changed? RC – Provided packs to see on display and showed for interest and explained starter packs are provided. Meters are sent out to support patient uptake of the service and provide additional supplies of consumables to support the meters.

JA - enquired if they provide children pumps? RC - explained no this is provided through another service.

JA thanked RC for the presentation.

**Enhanced update**

Went Live in July 2024 and available 6-8.30 pm in practices if staff are available. Uptake has been to 88% capacity. 7 Weeks to set up. Informing Practice Managers to set up spaces.

Phase 2 to begin soon, staff changes are being made but some have same faces. Surveys are distributed across the service. Smears will begin take place as requested on Saturday. Practice nurse led appts are quiet at present. It has been identified as practice level approach to inform staff of availability. VK addressed the issue being a new service and practices are aware the service needs to be utilised. JI expressed the concern over the need to handwrite the labels for the samples and actually took the bloods to the labs as no courier service available. VK mentioned that Cedar Cross to take in smear apt and this service will be maximised. HCA to take bloods. VK explained extensive use of GP practice will be utilised

JA –Explained that payments North Mersey Community Trust and not receiving a service to the standard. It was suggested that commissioning of the service needs reviewing. VK - explained that patients will receive a text with a surveylink in the coming weeks.

**Chair updates**

* Dinas lane – no update to provide
* Park House – new Pm in position and appointments system is being updated with a telephone system. 34,000 appts and unfortunately 14,000 DNAs. Online consultations are available within 2 - weeks.
* Prescot MC - No meeting have taken place but is scheduled for early October 2024
* Hollies – Plans are in place for Flu Vaccinations role out and second week in October for Covid. Respiratory Virus Vaccine available now. Call back system working well but can cut out. Issues with the pharmacy around delays and discontinued meds. Pharmacies have to complete script in full and cannot part fill as patients are unable to go elsewhere as script is retained.

**Medicines Management –** Apologies was provided as this was unable to be provided.

**PCN update**

VK – Introduced the Glossary of Terms as provided and sent out by DA .

PCN Clinical Directors for vote.

* Dr Hoyle will be going to vote and this will be closed by 4th October 2024 – Up date at next meeting
* Dr Ray at Hollies and Dr Conway and Dr Heath will provide a joint role from Prescot MC

PCN webpage – No changes made and is still active

**Measles** – All vaccinations accessible through Living Well Bus. Clinicians are expected to update cases of measles

Soup & Shake - Not available in PCN - Webinar to be set up. VK to provide update at next meeting.

JA – explained that referral to company providing details of soup and shake and over 12 months introduces solid food.

CQC inpatient survey for overnight stays in hospital. Takes 90 minutes and provided with £40 voucher. This is a voluntary exercise.

Email – [volunteer@surveycoordination.com](mailto:volunteer@surveycoordination.com)

**CQC in patient survey & Dementia workshop**

JA - Dementia workshop assessments taking place through Knowsley Carers Centre/TIDE – Help and support is provided on entitlements. 7th October at Old School House 10-12 Tel – 07786979997.

PLACE ASSESSMENTS – Patient led assessment care environment.

Every Trust relying on patients to assess

* + - Maintenance
    - Food
    - Dignity

Contact Healthwatch Knowsley to express interest of participation.

GP Contracts

BMA offered 10 actions. No practices have decided to take collective action in Knowsley.

VK - latest updates and newsletter to be provided through email to all Practice Managers. It was expressed to possibly put on websites and notice boards in waiting rooms.

AOB –

Nothing was raised.

JA – Future meetings topics requested. Practices are struggling to recruit to PPG. It was agreed to look at good practice. JI expressed how difficult this was. AC , explained this would be a negative approach.

SD- Times of next meeting could be changed to accommodate more people. This was discussed and new dates were advised.

JA – addressed the locations of the warm hubs to be collected for information at next meeting. And thanked everyone for attending and the meeting was closed.

Next meeting - 5 December 20024