

Patient Participation Meeting

Friday 6th February 2026

Minutes

Points Raised

Apologies for our late meeting.

Covid Vaccinations – Practices are now to deliver the Covid vaccinations rather than our Hub – Birkenhead Medical Building. This is from April 2026. The cohort for this is the over 75's and patients that are immunosuppressed. Invites will be sent to the patients who meet the criteria

We had a fall in our flu numbers this year, patients now have more choice of where to receive their flu vaccinations as there are many more providers of this, the pharmacy for example. They also tend to receive their vaccinations before ourselves. Apparently, this year again more providers will be offered.

Anyone meeting the criteria of the Covid vaccinations next Sept/Oct can have their flu at the same time here at the surgery.

NHS APP – Anyone using the app please remember to turn on your notifications otherwise you will not be noted of hospital appointments etc. We do recommend that you install the NHS on your phone, it is easy to use, and you can see your medical records, order prescriptions, see your hospital appts. If you are struggling to download this, please come to reception and we will try to help you. You do have to apply to the surgery for online usage first, by completing a form and bringing a photo to be uploaded to your records. This also applies to Proxy users. (those ordering on behalf of children etc).



Babble voice our phone provider - they are not always giving the option of call back. Karen the practice manager is to check this out.

Medication rejections – Patients would like to know the reason why their medication has been rejected? They have to phone reception to query this and reception also are not aware of the reason. Appointments then often have to be made – this is a waste of appointments. We have recently spoken to the GP's regarding this, the problem being when they reject the medication there is no facility to put the reason on some medications. We are to phone EMIS to see what can be done regarding this.

Microphone – Please can the microphone be turned off in reception due to confidentiality issues. Denise to speak to reception.

Thank you for attending today, we really appreciate it.