

42 Kingsway PPG Meetings

Minutes

Date: Monday 3rd Nov 2025
 Time: 5pm to 6.30pm
 Venue: 42 Kingsway Surgery, Waterloo, L22

In Attendance

Jane Elliott
 Annette Quirke
 Karen McCracken
 Angela Barnes
 Irene Lester

Apologies

Angela Malone
 Veena Bajaj
 David Guidera

No	Item	Lead
PPG25/056	Welcome and Introductions Apologies noted as above Welcome to the newest member of the group Irene Lester who was recruited during the flu clinic.	JE
PPG25/057	Minutes from the previous Meeting Agreed	JE
PPG25/058	Actions from the previous meeting The action tracker was updated noting updates	JE
PPG25/059	Update on Flu Clinic Flu clinic went well, PPG members spoke with many patients about joining the PPG. There was lots of interest but only 1 patient has signed up. Concerns were raised regarding the change of criteria for COVID vaccinations. Patients feel that this has created some financial divide for those who can not afford to pay. Concerns were raised for those who are caring for immunosuppressed patients. The practice confirmed that this was decision made by government and the practice had to adhere to these rules.	KMC
PPG25/060	NHS APP update What's New in the NHS App – A Quick Guide for Patients The NHS App has recently been updated to make it easier for you to manage your health and care. Here are some of the new features you might find helpful: 1. Personal Health Advice - The app now gives you health information that's tailored to you. - If you have a condition or upcoming treatment, it can help you prepare and suggest questions to ask your doctor. 2. Choosing Your Care - You can now compare hospitals and clinics based on waiting times and patient reviews. - This helps you make informed choices about where to go for treatment. 3. Easier Appointment Booking	JE

	- You can book and manage GP and hospital appointments directly in the app. - You'll also get reminders so you don't miss them. 4. Health Tracking - If you use a fitness tracker or smart watch, you can link it to the app. - This lets you keep an eye on things like your heart rate, sleep, and activity levels. 5. Messages from Your GP or Hospital - You can now receive secure messages in the app instead of letters or texts. - These might include test results, appointment updates, or health advice. 6. Helping Others - If you care for someone else, you can now manage their appointments and records more easily through the app. How to Turn On Notifications The NHS spend thousands of pounds on text messaging to patients. To support reducing the costs we are encouraging patient to utilise the messaging features in their APP as this is free for practices to use. Here's how to turn on push notifications. Step-by-Step: 1. Open the NHS App on your phone. 2. Tap the menu (usually a three-line icon or gear ). 3. Go to Settings and then Notifications. 4. Switch notifications ON. 5. If your phone asks for permission, make sure to allow it. You'll then get alerts when there's something new, like a message or reminder.	
PPG25/061	Winter Health During the winter months patients should take care to stay warm and healthy. Wear layers and utilise blankets. Here is what you can do or where you can go for support: Extra Appointments - The practice are offering additional appointments to help meet the higher demand during winter. Winter Vaccinations - Flu and COVID-19 vaccines are available for eligible patients. - These help protect you and others from serious illness. Ask at reception or book online. Respiratory Hub - If you have breathing problems or symptoms like a cough or wheeze, we may refer you to a Respiratory Hub for specialist support. Order Your Medicines Early - Please order your repeat prescriptions in good time, especially before Christmas and New Year. - You can use the NHS App or speak to reception for help. Pharmacy Services - Local pharmacies can now treat many minor conditions without needing a GP appointment. - Ask your pharmacist or visit https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/ to find out more.	JE

Late Night or 24 hour Pharmacy Access

- Bridge Road Chemist opens until 9pm weekdays and 8pm on Saturday. They are also open on Sunday 10am to 3pm
- 24-7 Pharmacy, Waterloo has pick up of scripts 24 hours 7 days a week via the vault.
- Cambridge Road Pharmacy, Churchtown opens until 11pm Monday to Saturday and 7pm on Sundays
- Tesco Pharmacy in Kew, Southport opens until 8pm Monday to Saturday and 4pm on Sundays

ORCHA Health Apps

- You can access trusted health apps through ORCHA, reviewed by Cheshire and Merseyside NHS.
- These apps support mental health, fitness, sleep, and more.
- Visit the APP for further information, Its free to join. [Winter Pressures - Cheshire & Merseyside](#)

NHS 111

- If you're not sure what to do, call 111 or visit [Get help for your symptoms - NHS 111](#) for advice.
- They can help you find the right care and even book appointments.

Urgent Care & Walk-In Centres

- For minor injuries or illnesses, you can use Urgent Care Centres or Walk-In Clinics.
- These are often quicker than A&E and help keep emergency departments free for serious cases.
- For further information visit Mersey Care website [Urgent Treatment Centres and Walk-in Centres, UTCs, WICs](#)

Winter Support for Vulnerable Patients – Sefton Council

Sefton Council has received over £4.2 million from the Government's Household Support Fund to help residents during the winter months. This support is aimed at people who are struggling with the cost of living, especially with energy bills, food, and other essentials.

Types of Support Available:

- Help with energy, food, and water bills through the Open Access Household Support Fund.
- Free school meal vouchers during holidays for eligible children.
- Support for foodbanks and ASDA vouchers for families in need.
- Winter clothing including coats, pyjamas, and dressing gowns via Sefton CVS and Family Wellbeing Centres.
- Boiler replacements and draught proofing through the Affordable Warmth Team.
- Energy meter top-up vouchers via Energy Project Plus.
- Support for care leavers transitioning into adulthood.

Who Can Apply?

- Sefton residents on a low income.
- Households earning below £30,000 (couples) or £22,000 (single).
- People receiving Universal Credit with earnings below £10,000.
- Households with someone receiving disability or carer benefits.

How to Apply:

- Visit [Sefton Council's Household Support Fund page. \[sefton.gov.uk\]](#)
- Applications are checked against other services and must show urgent need.
- Payments are made via the Post Office Pay-out scheme.

Warm Spaces & Community Help

- Sefton's Warm Spaces network is open again this winter, offering

	safe, heated places for people to visit. Sefton CVS also provides community support and can help connect residents to local services.	
PPG25/062	General Discussion Suggestion was made to defer the next meeting until February 2026. The group agreed. Feedback was given to the practice about e-consultations. Several members had utilised this service and found it very successful. It was confirmed that although long winded, the screening questions used are set by the Company and not the practice. They are important for patients to fill in as fully as possible to enable the GP to make safe and correct clinical decisions.	ALL
PPG25/063	AOB None Raised	ALL
PPG25/064	Close Next meeting 2nd February 5pm to 6.30pm	