

Kings Lane Medical Practice Patient Participation Service

Minutes of Meeting PRG Group

Date: Thursday 7th June 2012 – 3pm

Attendees: Helen Rae (HR), Suzanne Broster (SB), Anthony Adams (AA), Bill Jones (BJ) Agnes Jones (AG)

Cynthia Draper (CD), Robert Capper (RC)

Apologies: Peter Stanway Cynthia Draper (CD), Robert Capper (RC)

Minutes of previous meeting:

SB summarised the minutes of the last meeting and gave an over view of what the Patient Participation Group (PPG) was for to assist Mr & Mrs Jones as they were not available at the first meeting held March.

Helen Rae also gave an insight for them into her role as Patient Council Member for Kings Lane Medical Practice.

New Build

The new build was discussed and SB stated that our moving date was at the moment around the 2/7/12, but it had not been confirmed. SB also said that we would have to complete a new more in depth survey of our patient care and services once we were in and settled.

Anthony Adams (AA) asked about the fact that our boundaries will move and would this affect any current patients who may be 'out of the area' after the move. SB stated that there would be no disadvantage to any of our current patients.

AA also asked about how we intended to inform our patients when we are moving, SB stated that she did not know exactly but was sure the Practice Manager and Dr Kershaw had it in hand.

The question was asked about who would be opening the new surgery and at the moment we are still thinking of asking the oldest patient in the practice.

Wirral GPC Patient Council Update

HR gave an update stating at the last meeting one of the patients raised a personal issue and got quite upset when told this was not the forum to do this and left!

Bill Jones asked what the average attendance is at these meetings. HR stated normally about 20 but sometimes less - can be as low as 10. HR mentioned that there were 3 consortiums over different geographical areas Birkenhead Consortium has 27 GP practices the other 2 consortiums one has 27 practices and the other 6 practices.

HR also mentioned that specific speakers can also attend the meetings.

AOB

AA mentioned that he has seen in the paper that GP Practices will be marked out of 4 points similar to trip advisor, on Opening hours, Ease of making an appointment, length of wait time and do the doctors listen? This was discussed and the questions could possibly form part of our next survey.

HR and SB said that our Patient Participation Group (PPG) was still new and each meeting would develop, hopefully with information fed in from the Wirral GPCC Patient council meetings. It was suggested that it might be a good idea to look at other GP websites to see what their PPG's do. Discuss at the next meeting.

HR to send the patient council meeting minutes to everyone for information.

Date for next meeting

Thursday 6th September 2012 3pm