

## **Kings Lane Medical Practice Patient Participation Service**

Minutes of Meeting PRG Group

Date: Thursday 8<sup>th</sup> November 2012 – 3pm (Higher Bebington Health Centre)

Attendees: Helen Rae (HR), Suzanne Broster (SB), Bill Jones (BJ), Cynthia Draper (CD) Anthony Adams (AA), Bob Capper (BC)

Apologies: James Rae (JR), Agnes Jones (AJ)

Circulation: All PPG Members

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### **New Build Services Offered / Up and running**

SB discussed how the new build was going and what services were now available at the Health Centre:

- **Minor Injuries** – had just launched that week offering a Monday to Friday 9-5 walk in facility to anyone not just Kings Lane patients. SB showed a list of minor injuries that could be covered.
- **Physiotherapy** – Is once a week and is seeing patients from other surgeries
- **Counselling** – Are in 4 times a week and will see patients from other surgeries, but will give Kings Lane priority.
- **Midwife Clinics** – Are in once a week on a Wednesday afternoon just seeing Kings Lane patients

The question was asked as to how this was affecting the practice? SB stated that it was increasing the workload and that we have taken on some new staff.

### **Wirral GPCC Patient Council Update**

HR did not attend the previous Patient Council meeting but was due to attend the one on the 13<sup>th</sup> of November. We discussed if there were any issues we could raise at this meeting and it was agreed that HR would ask about what support was available to PPGs.

It was also discussed about how we could promote the PPG and what we do to get new members within the practice.

1. To use the notice boards in reception with information relevant for example about Wired and the carers short break allowance.
2. HR to write a short piece about the PPG what we are and what we do? To go onto the board.

AA asked about a newsletter being produced, would it go to patients or households, the only issue here is the cost to produce and the cost to distribute it. All present did think that it would be good to receive a notice from the GP updating them with news. One view was that maybe a small notice sheet could be produced and sent out with GP's who go on home visits?

### **Survey**

SB again mentioned that we needed to look at producing a more in depth survey, not necessarily this side of Christmas.

AA stated that an in depth questionnaire can be too much for the patients, and if we needed to do this for CQC purposed then it would be possible to have a cross section of patients per week with different surveys looking at different areas.

Eg: Reception  
Doctors  
Nurses  
Administration  
Services  
Building  
Etc

This could include wording for mobiles and e-mail updates, to see if the patient is happy to receive information from the practice.

SB to devise areas and questions and sent to all PPG members for discussion.

### **AOB**

It was discussed and agreed that David Hammond the Membership Manager for the Trust could present at our next meeting. SB to arrange.

### **Date for next meeting**

To be confirmed