

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

Minutes of Meeting PRG Group

Date: Thursday 6<sup>th</sup> September 2012 – 3pm (Higher Bebington Health Centre)

Attendees: Helen Rae (HR), Suzanne Broster (SB), Bill Jones (BJ), Cynthia Draper (CD)

Apologies: Anthony Adams (AA), James Rae (JR)

Circulation: All PPG Members

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### **New Build**

SB gave Helen, Bill and Cynthia a tour of the new building and talked about the new services that were going to be made available and that some would be available not just to Kings Lane patients but to all Wirral practices. All present said that they were very impressed with the new building and its facilities.

BJ asked what feed back we had received from patients. SB explained that as we had only been open for a few weeks but we had received no negative comments.

SB stated that 198 patients had registered with us over the last few months. BJ asked how would we cope with the increasing patient list do we have enough Doctors? SB stated that we are open on a Wednesday afternoon, also that we have 5 Drs working across the whole week doing different hours.

BJ/DC asked about the chances of getting a male Doctor. SB mentioned that this was being looked into and that Dr Kershaw was aware that we needed one; however predominantly male Doctors are looking for a full time role and we could not offer this at this time.

HR said she remembers Dr Kershaw mentioning that a full time GP would equate to approximately 2000 patients. SB stated that our patient base is around 4200 at present.

SB also mentioned that the reception staff and admin staff will all also have to look at the way they work and changes would have to happen as more patients' means more work for them also.

CD mentioned that she had seen a system in a medical centre a bit like they have in the supermarkets now, in that after your appointment you would be given a plastic disc and on the way out there would be a Perspex box with three expressions on it -

1. Smiley Face
2. No Expression
3. Sad Face

and the patient put the disc in the relevant slot to express the experience they had just had.

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

HR stated that the next Patient Council Meeting was on Tuesday 11/9 and that she would send through the minutes of this meeting once she had them.

SB stated that we needed to try and formulate a process for our PPG meetings and to work in tandem with the Patient Council Meetings.

HR talked a little for the other attendees about what goes on at these meetings – for instance “Repeat Prescriptions” were discussed a few months ago and about the amount of money wasted and how savings could be made.

SB also mentioned at this point about the interface forms which we use to handle issues, be it medications issues, discharge summaries, Nursing Homes etc anything where a process is not working properly, these forms were used to highlight these issues.

### **Kings Lane Website**

At the last PPG meeting it was discussed that we would look in to other GP Practice websites to see what sort of things they discussed their meetings and what their websites looked like. Feedback was that while the Kings Lane website worked well eg: repeat prescriptions etc, aesthetically it needed updating to be more succinct, with new pictures etc.

### **AOB**

SB said that we would probably need to look at a new more in depth survey over the next few months; we would need to cover all areas with regards to our services Drs, nurses, all staff etc. SB to come up with some questions and e-mail to everyone for perusal and discussion.

CD asked if the surgery had been officially opened yet and had we chosen who was going to do it?

The suggestions are still possibly the oldest patient or possibly the longest registered patient with Kings Lane.

SB mentioned that she had received e-mail Wirral CT Membership who would like to come in and talk to the PPG groups, SB to look into this.

### **Date for next meeting**

Thursday 8<sup>th</sup> November at 3pm