

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 18th April 2013 – 3pm (Higher Bebington Health Centre)

Attendees: Dr Kershaw (DK) Part, Sue Ryder (SR), Helen Rae (HR), Suzanne Broster (SB), Glenys Jones (GJ), Bill Jones (BJ), Anthony Adams (AA), Anne Preston (AP)

Apologies: James Rae (JR), Cynthia Draper (CD), Bob Caper (BC)

Circulation: All PPG Members

Introductions and brief overview were given for the benefit of Anne Preston.

Minutes of previous meeting

These were discussed briefly as the items would be talked about fully during the meeting.

Wirral GPCC Patient Council Update

HR gave an update of the last meeting held on 12/3/13. SB handed out copies of the minutes for this meeting. HR had raised the points we had discussed at the previous PPG with regards to car parking at Arrowe Park Hospital, receiving multiple appointment letters, DNA campaign etc please refer to WGPCC minutes for outcomes. AP briefly mentioned that her son had tried by phone to cancel an appointment at the Practice shortly after 8 one morning and that he had been unable to get through – SR and SB said that this would not go against a patient as the phones had not been switched through, SR stated they are normally put through at 8.00 am.

12 Month Review of PPG and way forward

Dr Kershaw joined the meeting to discuss the last 12 months and how we need to move forward. SB handed out the PPG review that had been put onto the website stating that the PPG had been invaluable helping to focus the practice after our move to the new Health Centre and with the patient survey.

DK said that guidance was needed to encourage new members and also how the practice staff should handle new requests. DK also stated that the members should reflect the practice as a whole (at present 27% of our patients are over 65) and maybe to get new younger members we should look at trying to get more virtual members.

DK went through a list of questions that she said we should think about – see below:

- Aims of the group
- Number of members
- If the numbers are full how to encourage contributions through virtual email group

- Who will be Chairman & Secretary
 - How they will be elected
 - How long will they be in post for
 - What their responsibilities are
 - Who will they link with
- Who will link with the CCG patient group – attend meetings and feedback to group
- What is acceptable to discuss at meetings and what is not
- Disruptive members – any guidance for dealing tactfully should the need arise

It was agreed that everyone would think about these questions and supply feedback to SB so that at the next meeting we could make some decisions. DK pointed out that SB should not be chairing the meeting as she was the secretary and minute taker.

AA asked if it was the responsibility of the group to discuss matters with regards to the practice only or the wider community. DK responded that both were relevant.

AP brought up the issue/observation of her experience with one of our services (Joints & Points Physio) and enquired at what forum should this type of issue be raised PPG, WGPCC or other. It was discussed AA asked if a service is hosted by a provider and we have a complaint do we raise the issue with the practice or the provider. DK replied that the complaint should be raised with the consortium (Christine Campbell Chief Exec) if the service has been provided by them and not the practice. DK raised an example – at the practice if we receive a discharge letter from the hospital and it does not give all the relevant information required we raise an interface form which is sent to the CCG.

Survey

We discussed Doctors, Nurses and general services surveys.

AP asked for percentage split for age groups to see if cross representation is given.

SB said she would do this and surveys would be discussed with SR and results posted on website.

AOB

AP explained her experience with the group with regards to a supplier commissioned by the WGPCC (Joints & Points). HR confirmed that this was definitely a complaint but she did not think that raising it at the WGPCC Council meetings would have much impact. It was discussed and agreed that the best place to send this would be to Christine Campbell Chief Exec of the WGPCC at Old Market House. HR reiterated that WGPCC was not normally the forum for individual problems but would bring it up to see whether others had any insight into this issue.

AP stated that the practice would still need to be aware of these issues.

GJ Agreed that AP should make the complaint to Christine Campbell as it is our duty to protect vulnerable patients.

AP agreed to write to Christine Campbell independently.

AA stated that as a dentist and with the knowledge he has on AP particular problem he would be happy to talk to her outside of the meeting with regards to any advice he could offer her.

AP mentioned about her visit to the eye clinic, she said that no appointments were being given but there were staff there making appointments and posting them out. This is a waste of time and money. All agreed but not sure how this could be changed.

Complaints Procedure

The complaints procedure for service and practice issues was discussed.

Sharing Good Practice PPG – Networking Event

HR stated that she attended this event which was the last one in a series as there was no budget left. It involved helping groups to get online although the gentleman from Chester College involved in helping with the event was unsure whether it had proved a useful exercise. HR stated that it had been interesting but perhaps not particularly relevant to practice.

Date for Next Meeting

Thursday 13th June 3pm