

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 22nd August 2013 – 3pm (Higher Bebington Health Centre)

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

Apologies: James Rae (JR), Judith Mitchell (JM), Bob Caper (BC), Glenys Jones (GJ), Anne Preston

Circulation: All PPG Members, Sue Ryder Practice Manager

AA started the meeting as new Chair by stating that he would like to split the agenda into two parts. Part 1 would be where we discuss the minutes from the WGPCCG meeting and part 2 we would go through our previous minutes and discuss how we have helped the practice.

AA said that he would devise and produce the agenda for future meetings.

Wirral GPCC Patient Council Update

HR and CD both attended the last meeting. HR went through the minutes and provided a précis for each agenda point.

Rheumatology – HR stated that the council had received 10 responses to the Rheumatology survey they had put out. It was agreed that this was quite low; however the question was how to they get more responses from questionnaires they put out to the general public?

NHS 111 – This was supposed to take over as the out of hours cover, currently if a patient calls the surgery they will be given a list of out of hours numbers. AA stated that this works well. HR stated that NHS 111 was set up as an advice line only, but that she had heard that NHS Direct had decided not to back this. AA suggested that HR raises this at the next meeting and try to ascertain what is actually going on.

Car parking – Carrying on from the breakdown that was provided with regards to the car parking at one of the previous council meetings, HR stated that the CCG had commented that the money raised was ‘Part of the Business Strategy’. It was discussed and agreed that we would not follow up on this as we would probably never get a definitive answer.

PICRN NW Research Network – HR discussed that PCM are involved in promoting involvement in clinical research. The members asked if Kings Lane were involved in any type of research. SB stated that the Medicines Management Team from the

hospital came in weekly to review medications used and that they usually had a drug of the month which they would see which patient's were using it and if they could be switched on to an alternative. SB also stated that Dr Kershaw signed any of the requests made.

SB to enquire with Sue Ryder – Practice Manager is to whether KLMP are involved in any other kind of research.

Healthwatch – HR gave a short précis of what this was, but the local aim had not been decided as yet but it was likely to follow government guidelines.

Wirral Well – This is going to be an online directory, providing access to a range of services. It would also include face to face and telephone support.

Hospital Appointment Survey – This is apparently still a bone of contention, HR ran through minute points apparently a member of the Wirral University Teaching Hospital (WUTH) will speak about this at the next meeting.

SB raised in Anne Preston's absence the DNA letter she had received, even though she had call the hospital to cancel the appointment, she still received a letter stating that she did not attend.

It was agreed by all that the appointment system should be raised again at the next CCG meeting.

Puffell – HR stated that this was a pilot scheme and that she had registered and so would AA and see what happened.

Next WGPCCG meeting is on the 24/9/13 both HR and CD said they would attend. It was agreed that they would raise the NHS 111 / NHS Direct – what is happening? And also the appointment system and clarification on Healthwatch.

Minutes of previous meeting

AA gave all his mobile number for them to contact him should they wish to add any points to the agenda. (AA mobile 07754 774943).

The group expressed a concern over the website and the prescriptions and asked what was happening. SB stated that the website was being updated and re-vamped, as for prescription side of things it seems a bit hit and miss at the moment but we were receiving prescription via the web but would check further.

AOB

CD raised concern with regards to the Over 65 Health checks and said she did not feel that they were adequate enough eg: they did not ask for urine sample or do blood tests. She also said that her husbands BP was not checked as the nurse stated that he had had it checked in hospital a few weeks ago!

AA asked if Dr Kershaw would be open to their suggestions eg: urine checks, blood check etc. SB stated that she would check what has been requested by the enhanced service for these and ask Dr Kershaw for clinical information / update.

It was also discussed that as the PPG are we a true representative of our practice demographic, how do we get our group and what we do out to patients? The suggestion box was raised again, also the possibility of a flyer being given to patients and attached to prescriptions asking them for feedback or suggestions. AA is to come up with some 'text' for this and SB will run it past the Practice Manager.

It was also discussed that if the website was being updated it would be nice to be able to put some of our information on the PPG page.

Finally – SB gave an update on the doctors and the fact that we now have two male Drs. Dr Stephen Chan and Dr Iain Bailey (GP Registrar), AA had already stated that his wife and daughter were very impressed with Dr Chan.

Date for Next Meeting

Thursday October 10th at 3pm