

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

Minutes of Meeting PRG Group

Date: Thursday 24<sup>th</sup> January 2013 – 3pm (Higher Bebington Health Centre)

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

Apologies: James Rae (JR), Agnes Jones (AJ), Bob Capper (BC), Judith Mitchell (JM) Peter Stanway (PS)

Circulation: All PPG Members

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All went through minutes of previous meeting and agreed.

### **New Build**

**Parking** – Parking in general was discussed, comments from the group were that generally parking was ok, but with additional services offered and pharmacy now the car park would be busy. Everyone stated that we have more space here than we did at Kings Lane. SB stated that there were rumours that the residents were going for resident permit parking and that may cause future issues. SB also stated that we could not use the back garden to the Health Centre as the planning permission could not place the health centre on square because of the trees. All agreed that there was not much we could do about it.

**Noise in Reception**- This was discussed, HR stated that the Health Centre did have quite an echo to it; again we were not sure what could be done to rectify this. This question forms part of the survey we will be doing so we may have some feedback to this.

### **Wirral GPCCG Patient Council Update**

HR gave an update from the patient council meetings, she mentioned about the big push on DNA's (Did not attend) appointments not just GP Surgeries but hospitals as well, as the NHS were losing a huge amount of money on people not attending appointments. They would be pushing a campaign of texts/ telephone calls and television adverts in practices to reduce the number of DNA's. SB stated that as a practice Kings Lane already do text alerts, and send out letters to patients if they persistently DNA their appointments.

HR also stated Gary Doherty – WUTH Deputy Wirral said that it had been noted that there are solicitors hanging around outside A&E scouting for business from accidents.

HR also mentioned that the GPCCG are looking for ways to involve patients.

Car parking at APH was also mentioned at the meeting, someone wanted to know what the revenue was spent on. Reply at the council meeting was maintenance, gritting etc.

### **David Hammond – Wirral Community NHS Trust – Membership Manager**

David Hammond came to talk to us about the Wirral Community NHS Trust and his role with in this. They are hoping to become a Foundation Trust, all NHS hospitals have to apply to become a Foundation Trust and that this is a rigorous process.

David's role as membership manager is to recruit 3600 members by March 2013.

On the Wirral the Community Trust provide the following services:

- District Nurses
- Physiotherapy
- Podiatry
- Walk in centres
- Public Health Teams

DH also went on to explain a bit about the NHS commissioning budget, were it goes and how it is used.

BJ asked about what was required of a member; DH explained that it was entirely down to the person who involved that became. Normally it would be correspondence possibly in the form of bulletin 4 times a year. But if people wanted to become involved by attending meeting or applying for a Governors role they could.

DH stated that they had 3300 members to date and that there application for Foundation status was with the Department of Health at present.

All thanked David for his time.

### **Survey**

SB had produced survey questions for each of the following area's and these were discussed and a few amendments were made. It was agreed that for CQC purposes Tony Adams idea to do smaller surveys for each area and put one out each week would give us a cross section of patients and views for each area rather than one huge survey.

Reception  
Doctors  
Nurses  
Administration  
Services  
Building

SB to pass these questions onto Dr Kershaw for checking then surveys to be given to patients.

### **AOB**

SB notes for the minutes – Open days offered to PPG members

Age UK – Patient Priority Day – e-mailed to PPG members 10.01.13 – no members attended.

Sharing Good Practice in PPG – Overview to the NHS Workshops – e-mailed to PPG members 28.05.13 – no member attended.

**Date for next meeting**

Thursday 7<sup>th</sup> March 2013 at 3pm Kings Lane