

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 27th June 2013 – 3pm (Higher Bebington Health Centre)

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

Apologies: James Rae (JR), Glenys Jones (GJ), Anne Preston (AP)

Circulation: All PPG Members

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 stated that she had not attended the last council meeting as she did not receive the minutes with the next day on until it was too late. However looking at the minutes the following items were discussed:

NHS 111 Update

Minor Injuries Service - OOH

Community Phlebotomy Service Review

Elect New Roles and Aims of PPG

Following on from the last meeting a discussion was held with regards to the following:

Aims of the group

It was agreed that the aim of the group is to provide an avenue of communication between the practice and patients of the practice. To make suggestions to the practice regarding the provision of services and quality of care which are perceived to be of benefit to the patients of the practice. To help implement decisions agreed at joint meetings between the PPG, doctors and other members of the practice. The PPG should also provide a link for all patients to air their views and to help with the general 'smoothing over of water' between patients and the practice. To provide information to patients via notice boards, internet etc.

Number of members

It was discussed that 10-15 would be ideal to give a decent turnout to meetings. And if the numbers are full to encourage contributions through virtual email group.

Chairperson Responsibilities

To provide agenda to secretary for circulation in a timely manner

To chair the meeting and call it to order.

Ensure the meeting runs along the agenda line/points

To ask members for feedback from other meetings were appropriate

To provide discussion points and meeting dates

Election of Chair

Bill Jones proposed Anthony Adams, seconded by Helen Rae.
Anthony agreed to take on the post and it was discussed that we would review in 6 months. (December 2013).

Secretary Role & Responsibilities

To liaise with Chair and to distribute agenda in timely manner
To take minutes at the meetings and distribute to all PPG members

Election of Secretary

Suzanne was asked by all if she would be willing continue to providing the secretarial cover at the meetings. As the member thought this was the best way forward as Suzanne has contact with all the members. SB agreed to continue as secretary and we would review again in 6 months (December 2013)

PPG link with the CCG patient group Role and Responsibilities

To attend 'Patient Council' Meetings on a regular basis (approx every 10-12 weeks)
Provide feedback to group as appropriate

Helen and James Rae are currently our 'Patient Council' Representatives, it is not always possible for them to attend; however Helen has only missed one meeting (May). Helen stated she was happy to continue, but it would be nice if we had another member who would be able to help out. This was discussed and Cynthia Draper said she would like to go to the meetings but not on her own. It was agreed that HR and CD would attend the meetings together and we would review in 6 months (December 2013) to see if any other members would like to be involved.

Who links with whom?

It was discussed that the chair and council representatives would link with themselves and other committee members, and when appropriate with the CCG and members of the practice.

What is acceptable to discuss at meetings and what is not?

Wider issues concerning the NHS in general and our Consortia in particular. This should include both problems and success stories.
Suggestions to make things better within the practice.
Problem gathering to bring up at the CCG meetings
Problems/niggles within the practice or staff issues/ staff to be commended

Disruptive members

Should any member become disruptive the chair should make it clear that we are here to discuss issues arising within the confines and framework of the current NHS, the WGPCC and the practice.

It should be made clear that there are correct channels for various complaints.

Clinical complaints – should be raised with the Practice Manager / Doctor concerned

Staff Complaints – To the Practice Manager

Hospital Complaints – Should be referred to PALS

Supplier Complaints – Should be referred to Christine Campbell WGPCC Chief Exec

Wider issues/ complaints eg: Why the NHS is becoming privatised? Etc the chair would have to explain these are out of our control. If relevant they could be raised at the next CCG meeting.

Having discussed all of the above it was still agreed that if relevant and a member or patient has a grievance they should be allowed to mention it to the group for guidance and to make sure there is nothing we can do to resolve.

Survey

SB provided the percentage split for age groups showing the cross representation of the last survey.

AOB

HR brought up the fact that she thinks the prescription requests are still not working properly on the website (it was a bit hit and miss as to if it worked). SB to raise with Dr Kershaw.

Other members of the group also commented on the website looking a little 'out of date' with some screens being very unclear or too much writing. Again SB to raise with DK.

SB gave AA some information with regards to virtual PPG groups. AA to see if he can find a way in which we can raise the profile of a virtual PPG group.

It was also suggested that we could put a private box up for patients to put suggestions/queries into that would be dealt with by a PPG member rather than staff or doctors? To be discussed further as to the logistics of this working.

Date for Next Meeting

Thursday 22 August 2013 – 3pm