

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 7th March 2013 – 3pm (Higher Bebington Health Centre)

Attendees: Helen Rae (HR), Suzanne Broster (SB), Cynthia Draper (CD), Bob Caper (BC), Glenys Jones (GJ)

Apologies: Bill Jones (BJ), James Rae (JR), Anthony Adams (AA), Judith Mitchell (JM), Peter Stanway (PS)

Circulation: All PPG Members

SB welcomed our newest member Glenys Jones to the meeting and introductions were given.

Minutes of previous meeting

These were discussed and agreed as correct.

Wirral GPCC Patient Council Update

SB explained to GJ Helen Rae's role as our patient council representative and how we try and run the PPG meetings a week or so before the council meeting to if anything needs to be raised we have time. HR explained that she had only that morning received the minutes from the previous council meeting held in February. At that meeting a member had asked Gary Doherty WUTH Deputy to provide a breakdown of the revenue provided by car parking fees and how it was spent. This was discussed by all and the group have asked HR to raise some issues of the breakdown given. HR to forward a copy of this and the minutes to all PPG members.

DNA Campaign (Did Not Attend)

SB stated that there is a big push now to try and stop people from not attending appointments both at GP practices and the hospitals. This costs the NHS a huge amount of revenue a year. SB stated that we had been provided with special DNA appointment cards and pens. SB also stated that we as a practice have processes in place to monitor this; we have text message alerts that are e-mailed daily for cancellations and if a patient does not attend an appointment with our letting us know after the third time a letter will be sent to them.

We discussed hospital appointments and everyone at the meeting had had a poor experience with hospital appointments.

Examples

HR stated that her husband had called to cancel an appointment and make a new one, he received a letter to say he had DNA'd his original appointments he then received two further letters one on the day of his actual appointment.

GJ also said that she was called about an appointment her husband had and the person on the phone apologised he could not direct her to the hospital as he did not live in the area. Apparently this call came from Milton Keynes.

We discussed these examples and decided that there could be an issue with the processing of letters from Milton Keynes – did their system work in conjunction with Arrowe Park? It was decided that HR would raise this question at the next GPCCG on the 12/3/13.

Survey

SB stated that the surveys were still ongoing and that we had put the reception and doctors ones out. Discussed the results of the reception survey which overall was very good we had had 30 responses back.

There was some further discussion with regards to reception and the members noted the following issues:

- Receptionist not always at desk and can have people waiting
- Some patients are not taking notice of the ‘queue here sign’ and are jumping the queue straight to the desk. (suggestion was that the receptionist should handle this)
- Everyone at the meeting was very happy with Michelle and said she was an excellent receptionist.
- Some receptionists should smile more and not look so miserable,
- Minor illness sign was not big enough as patients queuing in normal GP line.

AOB

GJ raised a question with regards to wasted appointments she explained that she had been referred to Peninsula Health, seen by a consultant from Manchester, referred back to the GP and then onto the hospital – why?

SB explained that the consortium have commissioned (Assura) Peninsula Health to see patients in the community. It is the GP’s decision to assess the patient and decide if they can be seen in the community rather than at the hospital. This not only keeps the waiting times and the hospital down it is also keeps the cost down. SB also stated that there are times when the consultant at Peninsula Health will as the GP to re-refer to the hospital as the procedure required might not be able to be done in the community. SB said that it is a high percentage of patients who are dealt with at Peninsula Health compared to the amount that have to be re-referred.

Sharing Good Practice PPG – Networking Event

SB mentioned that she had e-mailed all the practice PPG members inviting them to the above event on Thursday 14th March from 5.30 -7.00 pm if they can attend. HR stated that if she can she will go and report back to us.

Date for Next Meeting

Thursday 18th April 2013 – 3pm