

# **Kings Lane Medical Practice**

## **Patient Participation Service**

Minutes of Meeting PPG Group

Date: Thursday 4<sup>th</sup> December 2014 – 3pm (Higher Bebington Health Centre)

Attendees: Suzanne Broster (SB), Cynthia Draper (CD), Glenys Jones (GJ), Tracey Hardcastle (TH)

Apologies: Helen Rae (HR), Bob Capper (RC), Anne Preston (AP), Anthony Adams (AA),

Circulation: All PPG Members, Sue Ryder Practice Manager

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### **Wirral GPCC Patient Council Update**

HR attended the meeting on the 23<sup>rd</sup> September, but as she was not present and CD did not attend this would be discussed at next meeting.

### **Minutes of previous meeting (25/9/14)**

These minutes were discussed briefly as not all PPG members present, will review again at next meeting for any outstanding issues.

### **New Members**

Tracey Hardcastle (TH) introduced herself to those present; she is a project manager for Hewlett Packard and deals a lot with data analysis.

### **AOB**

Triage system – message amended to remove routine

Nurse practitioner -

Signposting – other agencies and services

Analysis of data -TH

Phlebotomy Service – Central Booking service now call 514 2222 to make an appointment they will offer you the next available appt at your practice or if you need an earlier appt you would be offered one at another practice service is open from 8-8pm 7 days a week. (can book several appts at once) Practice appts are reserved for practice patients only and opened up to others 24 hrs before if any available.

Hubs (St Cath's / All day health centre) open to under 16's only; but will open a hub if demand requires it.

### **Date for Next Meeting**

Thursday 5<sup>th</sup> February 2015 3pm at Higher Bebington Health Centre  
(next council meeting is 20/01/15)

For information e-mails sent to PPG members since last meeting: