

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 30th January 2014 – 3pm (Higher Bebington Health Centre)

Attendees: Helen Rae (HR), Suzanne Broster (SB), Cynthia Draper (CD), Glenys Jones (GJ), Anne Preston (AP)

Apologies: Anthony Adams (AA), Bill Jones (BJ)

Circulation: All PPG Members, Sue Ryder Practice Manager

Apologies from Tony Adams and Bill Jones, SB stated that Bill was still in the hospice, all present sent their best wishes.

Wirral GPCC Patient Council Update

HR went through the minutes from the council meeting held on 21/1/14.

Minutes of previous meeting

Minor injuries – why did we close?

AOB

SB stated that we now had a HCA Health Care Assistant for next 12 months who would assist the nurses and practice.

CQC – SB handed out a summary of the CQC report and stated that we had failed in one area which was an administration due to the fact that the receptionists and admin staff had not had a CBR check. SB stated that this was in hand and we would all be checked.

Extended Hours 8-8 7 days a week

How to get more people involved – discussed use TV more? Use e-mail to say seen new web site

Keep e-mail address book and use it for updating people

White board / news sheet

Wider cross section

Date for Next Meeting

Thursday October 10th at 3pm