

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 22nd May 2014 – 3pm (Higher Bebington Health Centre)

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

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

Circulation: All PPG Members, Sue Ryder Practice Manager

Wirral GPCC Patient Council Update

HR stated that she had been slightly late for the council meeting but arrived to Dr Abhi Mantgani addressing the room speaking about media speculation that would be coming out about him and the CCG and he was asking for a vote of confidence. HR not sure why and this was not forthcoming at the meeting.

Extended hours were discussed; apparently a survey has been done into patient care. GP's not happy with 8-8 opening and there needed to be a change – but what? Further talks will take place.

HR also said that a speaker from Healthwatch – consumer champions gave a talk about what they have to offer.

The minutes to this meeting will be forwarded on to the group once they arrive. Next Patient Council Meeting is 22/7/14.

Minutes of previous meeting

SB went through and updated those present on any outstanding issues raised from the last meeting.

CQC – SB stated that we were now fully compliant with CQC with no outstanding issues.

Extended Hours – SB stated that these are on hold and under further discussion.

Wheelchair Service – SB stated that this is still presently situated in the building by the M53 Ford building in Birkenhead but they would be moving soon. GJ stated that they would be moving back to St Catherine's Hospital and that the Physio department was moving to the 1st floor to accommodate the wheelchair service.

Survey – SB handed out the results of the recent survey, this asked about if patients were Military Veterans or carers. Also about if they knew about the services we offer and other services available to patients. SB went through results with those present. These will be available on line soon.

GP's - SB stated that once Dr Furlong returns from maternity leave in September the use of locums would be greatly reduced. SB gave list of which GP's will be available from September.

- Dr Kershaw
- Dr G Furlong
- Dr P Sharma
- Dr C Hicks
- Dr I Bailey
- Dr C Andres (GP Registrar)

We currently have several long term locums helping out.

- Dr J Mawdsley
- Dr P Vardon
- Dr K Mumem
- De S De Hoxar

New members – it was discussed about the possibility of some members of the PPG group having a table in reception and to talk to patients about what we do and to see if we can create a bigger virtual group. SB suggested that it might be useful if we can have a laptop or computer on the desk showing our web page to get feedback.

HR/CD and GJ happy to do this a date is to be arranged SB asked for all present to come up with some template of form we could ask the patients to complete on the day.

AOB

GJ mentioned that the minor injuries service at Holmlands had been withdrawn only a few months after getting the contract renewal.

We discussed the PPG comments we had received via the comments box and a general discussion with regards to reception took place with a couple of comments / questions being asked.

GP delays it was discussed that if the receptionists do know that a GP is running particularly over time then this should be mentioned to the patients to give them the opportunity to either wait or make a new appointment. Those present did not feel that this was always the case.

Chaperones – this area was discussed as one group member felt her experience with a chaperone was not good. It was commented that the Dr did not introduce the member of staff nor did the staff member introduce themselves. Also where the member of staff stood was this correct? Patient did not feel reassured or calmed by the presence of the chaperone. SB stated that all of the receptionists and admin staff had received full chaperone training; however SB said she would take this up with the practice manager. Maybe the staff should be asked if they are comfortable with chaperoning and the Dr's made aware, as if no chaperone is available the patient should be re-booked for the examination.

Date for Next Meeting

Thursday 24th July 3pm at Higher Bebington Health Centre
(next council meeting is 22/7/14)