

# Kings Lane Medical Practice

## Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 25<sup>th</sup> September 2014 – 3pm (Higher Bebington Health Centre)

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

Apologies: Anne Preston (AP), Anthony Adams (AA), Tracey Hardcastle (TH)

Circulation: All PPG Members, Sue Ryder Practice Manager

---

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

CD attended the council meeting in September and points discussed were:

Wirral CCG /consortium Update – by Dr Oates

- Unplanned Care Direct Enhanced Service (DES)
- Prescribing Incentive – better prescribing in practice in accordance with National Guidelines and what this meant. SB also explained about what the medicines management team do for the practice on an ongoing basis.
- NHS 111- the process for the re-commissioning of this service and in what capacity it would be coming back.

Review / constitutional Change & Engagement

- Question & Answer discussion with Paul Edwards Head of Corporate Affairs for Wirral CCG.

Summary Care Records

- Presentation and Q&A discussion given by Ross Thornton

Memory Clinic

- Presentation and discussion by Dr Ellis and Dawn Harvey from Wirral Memory Service

Minor Injuries and Illness

- Dr Oates explained that there is going to be a change in the current provision for Urgent Care but currently it was under development and that patient groups will have an input into the development of the strategy.

SB will forward the minutes of the Patient Council Meeting when they arrive. The next patient council meeting is on Tuesday 25<sup>th</sup> November 2014.

From the Patient Council Meeting the PPG discussed and would like the following questions brought up at the next meeting on 25/11/14.

Who designed the new Arrowe Park Hospital Outpatients?

Are all the laboratories in the hospitals being centralised?

### **Minutes of previous meeting**

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

### **GP's**

SB stated that Dr Furlong is back off maternity leave.

We have a new salaried GP starting in October Dr Goswami (male) working Wednesday, Thursday and Friday all day.

New GP ST3 Dr Claire Andres was with us for 12 months. GJ said that she had been very impressed with Dr Andres in dealing with her husband and had passed on her thanks but would like it noted for the minutes. SB to pass this on to Dr Andres.

### **New members**

From further discussion with regards to getting new virtual PPG members, it was agreed that HR, CD & GJ would talk to patients on Thursday 23/10/14 from 10.30 to 12.30. We had agreed a small questionnaire form which SB will print for the day and SB will arrange for a table and access to our website to show patients.

SB also discussed that we had new interest from a patient Tracey Hardcastle who would like to be involved with the PPG but unfortunately could not make this meeting; hopefully she will be available for the next meeting and will introduce herself then.

### **AOB**

SB mentioned that she had been asked to discuss with the PPG by Dr Kershaw and ask for feedback on a couple of issues, one being a national problem of GP's being put under increasing pressure due to volume of paper work, volume of patients, home visits, growing number of patients with one or more long term condition and financial restraints and cuts, and two the triage system for urgent appointments at Kings Lane. SB explained that this service that we offered was being reviewed and a change would happen. SB asked for feedback, most of the members of the PPG did not use the triage system regularly; and they could not offer any advice to rectify this. However the general consensus was that our automated telephone system could be updated HR stated that when selecting an option on the phone the word "routine" could be taken out or changed as most people would not know what routine meant. Also a better automation would help patients to get through to the correct area. SB to take this back to Sue Ryder Practice Manager and Dr Kershaw and would feedback to the group at the next meeting.

Phlebotomy Service – The PPG members asked about why we were not doing bloods here anymore, SB stated that we still had a phlebotomy service on a Monday morning and we were trying to get a second session, but urgent bloods requested by the doctor would always be taken.

### **Date for Next Meeting**

Thursday 27<sup>th</sup> November 3pm at Higher Bebington Health Centre  
(next council meeting is 25/10/14)

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

- Patient Engagement Event 23/10/14
- Vision 2018- Bulleting Issue 3
- Patient inclusion re NNS 111 procurement
- Healthwatch Bulletin – Keeping your Informed