

# Kings Lane Medical Practice

## Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 5<sup>th</sup> February 2015 – 3pm (Higher Bebington Health Centre)

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

Apologies: Tracey Hardcastle (TH)

Circulation: All PPG Members, Sue Ryder Practice Manager

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

All present discussed recent minutes from the meeting held 20.01.15.

There had been a discussion from Dr Oates that the Healthcare system was under pressure and there were 3 options for the CCG:

- Level 1 – as it is now
- Level 2 – Committee in common CCG have more influence
- Level 3 – CCG take back control

He said the approach had not been decided as yet.

### **COPD Pulmonary Rehab**

A presentation was shown at the patient council meeting, SB said this looked interesting and might be of some use for the practice nurses and GP's when explaining to patients what happens in Pulmonary Rehab. SB to pass to practice nurses and GP's

### **Iain Stewart – New Head of Direct commissioning**

Introduced himself to the patient council and said that his new team are to look after the whole of the Wirral. With regards to the training budget for practices this had not been made clear what it would be but once he knew the money would be split between all the practices.

He also mentioned that the Patient Council Meetings may change; he said the element of focus would be on individual practice Patient Participation Groups (PPG's) and he would be willing to help practices if they were struggling with this.

Iain Stewart is also planning to arrange a Wirral Wide Patient Council Meeting before the end of February to allow open discussion to take place and how each council would like to move forward and how CCG can engage with existing groups.

### **PALS Service (Patient Advisory Liaison Service)**

- PALS @ Hospital
- Patient Experience @ Community Trust
- PALS @ CCG

It was brought up that most people did not know what this was or what they did. Jordan Lane is to try and arrange a representative from each area to attend the next meeting to discuss their roles.

The next Patient Council Meeting is Tuesday 24<sup>th</sup> March 2015

***Question to be raised by HR or CD at the next patient council meeting as discussed with member of the Kings Lane PPG.***

***“How do the hospital charge foreign visitors for A&E attendance or hospital care?” Or do they charge?***

### **Minutes of previous meeting**

Minutes from previous PPG meeting, SB stated that the minutes from the meeting on 4<sup>th</sup> December 2014 were more informal than normal as only a couple of members were present.

Triage system was discussed as a follow on from previous meeting. AP stated that she thought the system at present works well, much better than the previous system where you had to wait for a GP to call after surgery had finished.

AP also stated that proper analysis would be needed to evaluate effectiveness properly. AP and previously TH both offered to help with data analysis if required. SB explained that it needed to be done by the practice manager and at the present time we had no capacity to do this. HR raised that there may be some data protection issues with patients involved in data analysis? SB mentioned that the triage system would not go in its entirety but it may need to be tweaked but she was not sure how at the moment.

It was discussed that patients were getting to understand the pattern of who would be on triage and when and maybe taking advantage of the system if they could not get an appointment with a doctor. RC asked about changing the GP rota, SB explained that this was already happening.

### **AOB**

Friends and Family – NHS England now want all GP practices to find out if their patients would recommend them to family and friends and that there was a card that was being given to patients randomly for them to complete and hand in with or without comments.

SB explained that this was in the GP's contract and it was something that we would have to do indefinitely and Sue Ryder the Practice manager had to submit data to NHS England online. SB handed out comments that we had received so far.

### **Virtual Members**

SB said that we now have 8 virtual members who are updated via e-mail with minutes of our PPG meetings and the Patient council Meeting, also any other relevant information sent from the CCG. SB to arrange a new questionnaire for March to see if we can increase our virtual members. SB to discuss with HR/CD and GJ

Dr Goswami – both Cynthia Draper and Glenys Jones expressed that they had been extremely happy with the experiences that had had with Dr Goswami our new male GP. SB to pass this on to Dr Goswami and Dr Kershaw.

### **Date for Next Meeting**

Next PPG meeting is Thursday 26<sup>th</sup> March 2015