

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 23rd July 2015 – 3pm (Higher Bebington Health Centre)

Attendees: Suzanne Broster (SB), Helen Rae (HR), Cynthia Draper (CD), Robbie Howard (RH)

Apologies: Tracey Hardcastle (TH), Anne Preston (AP), Glenys Jones (GJ)

Circulation: All PPG Members, Robbie Howard Practice Manager

SB introduced Robbie Howard new Practice Manager to the group. RH gave some background to those present.

Wirral Patient Voice Group

HR attended this meeting and stated that it was an awful meeting, no clear way forward was reached and there seemed to be quite a bit of back biting amongst the attendees and nothing was resolved, HR said there were fragmented groups and was not sure how it would work in the future. Copies of the minutes from that meeting had been circulated to all PPG members and virtual members prior to today's meeting.

The main topics covered at the meeting:

- Urgent Care on Wirral – presentation given
- NHS 111 – review of pilot schemes
- Discussion regarding Terms of Reference

James Kay was introduced as Lay Member – Patient Champion

The next meeting is on 18/8/15 from 6-8pm at Old Market House both HR and CD would try to attend.

SB asked both HR and CD if they were still happy to be our patient group representatives. Both agreed that they were happy for the time being.

It was also discussed about whether or not it would be worth getting Jon Develing Accountable Officer for the new CCG in to talk to us and possibly Church Rd Medical Practice with regards to how the CCG will work and importance of patient engagement. SB to try and arrange this.

Minutes of previous meeting

Minutes from previous PPG meeting were discussed and agreed.

AOB

Federation Meeting

SB had received an e-mail from Dr Quinn & Dr Mantgani with regards to a meeting that had been arranged for Tuesday 28/7/15. With regards to the 27 practices of which we are one have agreed to be part of a federation, that will enable us to commission, develop and deliver primary and other community based services that are accessible, equitable and high quality for all patients.

SB to e-mail all PPG members to see if they are able to represent Kings Lane Medical Practice.

Staff Update

SB passed a thank you card from Kim Hare to the PPG for her leaving card and present.

SB updated those present, with staff changes – SB explained that Dr Andres was leaving us at the end of July as she had finished her GP registrar training and was going to live in Birmingham. HR and CD expressed their sadness as they said they thought she was a good GP.

SB stated that we were looking to recruit a practice nurse as Nurse Karen had also left the practice.

SB Updated with who was now on reception since Kim and Sandra Wilde had both left. Michelle, Debbie, Margaret, Sandra Adams, Helena, and two new members of staff Lindsay Williams and Sue Beckley have started with us. SB said they have settled in really well and we have a good reception team.

Virtual Members

SB went through feedback from last virtual member's questionnaire. We will recruit again in September SB will come up with available dates

Date for Next Meeting

Next PPG meeting is Thursday 17th September 2015