

Kings Lane Medical Practice

Patient Participation Service

Minutes of Meeting PPG Group

Date: Thursday 5th November 2015 – 3pm (Higher Bebington Health Centre)

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

Apologies: Robbie Howard (RH),

Circulation: All PPG Members, Virtual Members & Robbie Howard Practice Manager

SB gave apologies from Robbie Howard

Wirral Patient Voice Group

HR attended the meeting on 13/10/15, HR stated that the meeting was terrible they spent all the time discussing the 'Terms of Reference' and nit picking over whether someone is called 'Chair' or 'chairperson' and are we referred to as 'The Wirral' or 'Wirral'.

HR stated that this was the 5th meeting and still nothing of importance was discussed. Still up in the air over how the Patient Voice Group will work.

The Next meeting is on 24th November 2015 HD and CD will attend. Nominations for Patient Voice Chair will be agreed at this meeting.

Minutes of previous meeting

Minutes from previous PPG meeting were discussed and agreed.

HR asked if we could find out exactly what Jon Develing's role is before our meeting on 3rd December does he just commission the CCG or does he deal with hospitals too. SB to contact Sarah Lynch and find out.

Federation Meeting

No news to report on this at present.

Patient Care Quality Service (PCQS)

This is to be kept in the minutes as it will be discussed again.

Areas that need to be discussed / addressed

- Elective Admissions
- Non Elective Admissions
- Medication Management

The CCG want practices with input from the PPG members to come up with working suggestions on how to best manage these areas.

AOB

Meeting with John Develing on 3/12/15, SB asked if all could have a think about what sort of questions we would like to ask. SB stated that it needed to be a positive meeting and not just a moan to him.

Survey

SB passed around surveys that would be going out in November the first is a general survey with regards to building, appointments, DNA's etc. Those present discussed some of the questions and think it should be in the GP/Clinicians remit to follow up on DNA's in their session that day. To find out the reason and explain wasted appointment PPG thought that would be better coming from a clinician. SB to raise this with RH to be brought up at the next clinical meeting. It was also was discussed is it possible to find out how much a missed appointment costs the practice SB to discuss with RH.

The second survey is directed at GP's / Nurses and HCA and this will go out after the general survey.

Virtual Members

SB went through responses from 23rd October 2015.

General Comments:

- Very satisfied with general care – obviously waiting times are always a problem.
- Very happy with facilities.
- Feel that it has improved.
- Parking very poor
- Would like to make appointments by e-mail (PPG member explained this to the patient)

Date for Next Meeting

Next PPG meeting is Thursday 3rd December 3pm followed by meeting with Church Road PPG and Jon Develing Chief Commissioning Officer WCCG