

Holmlands Medical Practice Patient Participation Group

Minutes of the meeting held on 7th November 2019

Present: Dr Srivastava, Kevin Gately, Rachel Kavanagh, Jim Ainsworth, Anne Parry, Jan Williams, Lorna Dobson, Colin Derby, Norman Warhurst, Paul Brady, Sue Davies

Apologies: Mary Jones, Jenny Pierce

1. Minutes of PPG Meeting from 3/10/19 agreed as a true record.
2. **PCQS** – All areas being covered and all target areas are being met.
Feedback on > High Intensity users, later in meeting
3. **DNA's** – Report circulated and discussed, raised some queries in terms of managing urgent appointments. Proposal: Receptionists 2020 attend triage for urgent and other appointments. DNA's for urgent appointments > Approx. 10% - Looking to reduce.
4. **Wired** – Will be invited to attend a PPG meeting for an update.
5. **CQC**- Interview for the practice update :
 - Dr Salahuddin has now been de-registered.
 - All PPG agreed that it would be valuable to have a PPG member at the interview day and that it would be good idea. Jim agreed to represent the PPG.

6.1 Practice Update

- Carmen leaving the practice to take on a new role in Chester where she lives.
- Catherine Stocker is now our new Practice Nurse.
- Grace Adegoke, Nurse Practitioner, working at the practice for 1 day per week, Grace is very experienced as a nurse practitioner, initially there will be a trial period.

6.2 Support for stroke patients who live alone discussed in detail.

6.3 Comments on Google for the practice are extremely positive - As part of the assessment of Prenton Area Care.

7. Local counselling service information passed across by Colin. Halceyon Services – Funding required and looking for space in practices.

8. Patient Issues

- Query regarding Boots charging for delivery of prescriptions – Yet online it states this service is 'free of charge'. KG to clarify and update at next meeting.

9. **Federation report** – Nothing to report or discuss.

10. AOB

- Tomorrow's Women – Set up originally for women coming out of prison. However, this has now expanded to all women, especially women with mental health issues. Monthly programme – Practice to promote. Very impressive set of activities, Practice to request regular PR.
- Newsletter update – Discussed.

Date of next meeting: January 16th @ 5:30pm