**Holmlands Medical Centre Patient Participation Group meeting – 9th May 2013**

**Present:** Jo Bloor, Paul Brady, Pam Davies, Sue Davis, **Colin** Derby, Keith Heller (Chair), Danny Hughes, Mary Jones, Rachel Kavanagh, Jenny Pierce, Dr Srivastava , Jan Williams, Angela Davies (minutes)

**Apologies:**  Geraldine Derby, Lorna Dobson

1. **Matters Arising**

* Keith has spoken with Pam in follow up to complaints as discussed last time. In the future, Pam will pass any complaints to the PPG.

1. **Audit and WGPCC Board**

Keith is on the Patients Board and explained the role of lay member that they recruiting to. The Board is made up of 7 GPs, CCG Liaison post, chief officer, practice manager rep and 1 lay patient rep. 31.5.13 is the deadline for application.

Wirral Clinical Commissioning group is also looking to recruit 6 audit committee members. Closing date is 24.5.13. £7,882 per annum for 5-10 days a year on a sessional basis.

1. **Practice Questionnaire Report**

The practice is only 4% down on their ratings but the ratings are still extremely good (92% last year and 88% for this year). This year’s report is embedded below.



We will use this information for our action plan which we need to formulate by the end of March.

We still fall down in the report on waiting times. As a PPG we clearly said that we, as patients do appreciate that our doctor’s at the practice take time with us in consultations and do not rush out of our appointments.

Is the new appointment system for the morning helpful? Is it essential to keep evening surgery appointments for workers? Are most patients still asking to see Dr Sirvastava like last year or are patients more willing to see the other doctors? Keith felt that people were happy seeing all the doctors in the practice.

(Rachel, Pam & Dr Srivastava arrived at the meeting as arranged for this time slot)

The permanent doctors are getting to know their patients and this is helping to speed things up.

Pam reported that she did contact the lady with the little boy we had spoken about in our last meeting. Rachel suggested that the minor injuries nurse can look around the waiting room and ask if people are alright – all felt this was a good idea. *Action – Rachel to follow this up with the minor injuries nurse*

1. **Minor Injuries update**

The numbers accessing the service are increasing. There is a banner up at the end of the shops to promote the service. Other surgeries are sending people when they can’t fit them in to see a GP at their own surgery. The leaflets still do not make it clear that this service is open to all Wirral residents and not just Holmlands practice patients.

1. **Other items for practice update**

* CCTV is working well
* Still considering white noise generator
* Disabled access complaint – Pam explained that we need to have bollards in the front of the building. She has costed a remote front door at £3K. Danny will look into maybe having the 2nd door done too and he is also getting quotes re air con for the office.
* *Action for all: Can we pass any used magazines in to reception so they can be placed in the waiting room please*
* The new tv screen – most practices have opted to have it silent. Pam told us about the wide range of information that can be downloaded onto the screen
* Pam gave out a flyer from the CCG about a survey they would like PPGs to fill in. It wants to capture patient experiences of hospital appointment systems. https://www.surveymonkey.com/s/AppointmentsystemsurveyWUTH

1. **Support group for women who have depression**

Danny spoke about his idea for this support group. *Action: Danny to do a written submission about the proposal*

(Dr Srivastava left the meeting to attend to a patient)

Discussion re attitudes to depression and mental health problems, and need to reduce stigma. One of our group members kindly shared their own lived experience in relation to depression.

We discussed what services members were already aware of in the community:-

1. Pam was saying Wirral Cruse do sessions in the surgery.
2. Ange spoke about Tomorrow’s Women Wirral and Community Health programme( info below)

  

1. Sue spoke about Wirral Mind. Their course list is enclosed below



*Action: Rachel & Pam to put up Mind course info, community health programme and Tomorrow’s Women info up in reception area*

**Next Meeting:** Thursday 4th July 2013, 6pm – we will be putting together the action plan from this year’s practice questionnaire report