**Holmlands Medical Centre Patient Participation Group meeting –5th September 2013**

**Present:** Sue Davis, Colin Derby, Lorna Dobson, Keith Heller (Chair), Danny Hughes, Mary Jones, Rachel Kavanagh, Dr Srivastava , Angela Davies (minutes)

**Apologies:**  Pam Davies

1. **Notification of Geraldine Derby standing down from attending PPG**

A big ‘thank you’ to Geraldine for all her work and support. We are pleased that Geraldine is going to remain a virtual member of the group.

1. **Women’s therapy/support group**

Keith had drafted a brief resume about the group to help canvass patient’s views on such a group and also to identify a small core of women for the group. Pam has identified a potential source of funding. Suggested name for the group could be ‘Stronger group’. The core group of women could identify the name, group structure and functions.

Danny also suggested various funding streams.

A counsellor has already been identified for the project.

1. **Practice update**

(Pam Davies joined the meeting at this point – thanks to Pam for coming up as she is feeling unwell)

The new website has been updated and has numerous additions.

*Action for all: To look at the website and pass any items you want included to Pam.* [www.holmlandsmcwirral.nhs.uk](http://www.holmlandsmcwirral.nhs.uk)

Care Data is a new national Patient information database . Patient data will be extracted by NHS number, postcode, and held on secure data base, and used to help plan NHS services and for medical research. It is being set up as an opt out system. The short time scale was noted.

Dr Srivastava highlighted that there are so many detailed and extensive changes in general practice and he thanked Pam for all her hard work.

1st practice on the Wirral has been inspected by CQC – they got 48 hours notice. A guide was circulated in the meeting about how CQC can link in with PPGs.

Rachel is leaving the practice and has secured a new position in Wallasey. Rachel is really going to be missed by us all – as a PPG and also as individual patients. Thanks to her for all she has done for us.

Jodie is stepping into Rachel’s role and the practice will also be recruiting a new apprentice. The PPG would like to know what training arrangements and procedures are in place for staff undertaking new roles?

1. **A.O.B**

Lorna said that the BNF in minor injuries is out of date.

The PPG would like to start up a regular presence in surgery waiting room again – agreed that it should be done in 2s – would need identification badge and also a book to write comments/feedback in. This is also essential for us getting feedback on the women’s therapy/support group.

Keith reported that there had only be 1 complaint – patient was upset that staff member did not know her name even though she had been coming to the surgery for years.

**Next Meeting:** Thursday 7th November 2013, 6pm