

Holmlands Medical Centre Patient Participation Group meeting – 10th January 2013

Present: Pam Davies, Colin Derby, Keith Heller (Chair), Danny Hughes, Jim Ivanoff, Mary Jones, Rachel Kavanagh, Angela Davies (minutes)

Apologies: Jo Bloor, Sue Davis, Geraldine Derby, Lorna Dobson, Jenny Pierce, Dr Srivastava, Janet Williams

1. Training

Wirral Age UK are doing a free day conference on 'Making Patients a Priority' on 28.2.13 at the Village Hotel, Bromborough.

Wirral Link plus are doing a free morning conference on the 'Liverpool Care Pathway' at the Floral Pavilion on 29.1.13 9am – 12.30pm. The conference is available for people who are aged 50 years plus.

2. Draft Action Plan

Pam has been reviewing our action plan.

- The surgery will be using the same patient survey as last year. The results will help inform our next action plan.
ACTION: Pam to put the 2012 action plan on the surgery website
- The surgery tv system is changing from Life Channel to 'New Med'. The large white board in reception will have to go for the new tv screen, however the surgery can put their own information to come on the new tv system screen. The PPG can advise on anything we think would be useful to come up on the screen. The screen will also be a new patient calling system so patients know when it is their turn to go and see one of the doctors.
- CCTV is getting installed in the public areas of the surgery in the next couple of weeks.
- All alarm systems including the fire and panic alarm system are going to be looked after by the one company.
- Pam reported back on the new morning surgery appointment arrangements. Due to different doctors getting through appointments at different speeds sometimes, this can occasionally cause some anomalies in that some patients are waiting longer than others who came in after them. The surgery is considering some possible tweaks to the current system. The group agreed that we are still very fortunate to be able to present at the surgery on the day unlike a lot of other surgeries where you have to wait 2+ days for an appointment with a doctor.
- Colin asked if there was a notice we could put up at reception to explain to patients that choosing a particular doctor could mean that you may wait longer.
ACTION: Colin to write such a notice out and pass to Pam.
The group also suggested that this message could go on the new TV screen as well.
- Pam said that there had been a few complaints that people could not get through on the telephone – the surgery are getting 2 extra lines in that staff can phone out on to keep the incoming lines free and more available.

- Danny spoke about 'white noise generators'. These can be helpful in open office spaces with sound control and help improve confidentiality. The group agreed that it would best to trial such a generator before a definite decision to buy was made.

Leslie Hulings has e-mailed the surgery to say he is unable to attend any PPG meetings for 2013. The group wanted to express its thanks to him for the work he has done.

3. Minor Injuries (Walk in clinic)

This is not being utilised as well as was thought. There are approximately 8 presentations a day. To promote it leaflets are being given to patients and have been put in some local pharmacies and shops. A small advert had gone in the local paper. It is also going to be advertised in a school newsletter.

Suggestions were made about passing leaflets to our neighbours, by word of mouth, leaflets in supermarkets and Labour and Lib Dem newsletters.

ACTION: Angela to contact the Labour councillors to see about it being advertised in the local Labour Rose publication

ACTION: Rachel to contact the Lib Dem councillors to see about it being advertised in the local Lib Dem Focus publication

ACTION: Mary to advertise it with the Prenton Residents Association.

4. Terms of Reference(ToR) – Nominations for Officers

ToR were reviewed:-

- We agreed that there needs to be 4 attendees for the meeting to be quorate
- We agreed on bi-monthly meetings

Nominations:-

- Keith was proposed and seconded to stay on as chair
- Colin was proposed and seconded to be deputy chair
- Lorna is currently our secretary – *ACTION: Keith to approach Lorna to see if she is happy and able to continue with this position*

5. New Members for Patient Group

We still need younger members and members from different ethnic backgrounds.

The doctors and reception staff are approaching patients that match this profile directly.

Keith suggested that the group come into the surgery a couple of Tuesday mornings to try to get people to sign up and become part of the group. *ACTION: Colin, Mary & Danny kindly agreed to do this*

6. Practice Leaflet/Info

- Pam gave us an update on the doctors working here in the practice.

Dr Srivastava continues to be the partner GP.

Supporting GPs are Dr GeetaPuranik, Dr Nazia Mohammed, Dr OludareAdeniji, DrSourabhVashishtha

- Pam showed us a sample of the practice leaflet – it will actually be a loose leaf folder so that it is easy to update different sections. *ACTION: Anyone who has got any suggestions for the design of the front of the folder or contents to let Pam know.*
Some suggestions were made – maybe a contents page / section called complaints to be entitled feedback so the practice can ask for compliments, concerns, complaints and comments
- Pam told us that the acute hospital are looking for some surgeries to host some of their outpatient clinics
- The practice had recently had a series of floods in some parts of the surgery
- The group suggested that in the patient newsletter that it says a welcome to the 50 (or whatever the number is) of new patients who have joined the practice since the last newsletter

7. A.O.B

The original children's room has been divided into a minor injuries room and the other half has been kept as a children's room.

Next Meeting: Thursday 7th March 2013, 6pm