

## Marine Lake Medical Practice Patient Participation Group Minutes of Meeting

**Date:** 19th February 2015

**Venue:** The Concourse, West Kirby

**Present:**

S Mayne (SM) (Chair)	Derek Timmin (DT)
Kieran O'Hagan (KH)	J Siddle (JS)
B Jones (BJ)	Margaret Cook (MC)
E Linge (EL)	B Linge (BL)
A Hegg (AH)	Mike Roach (MR)
Wyn Cooke (WC)	Ina Bowman (IB)
Lynn Collins (LC)	Ann Major (AM)
Margaret Bolger (MB)	

**In Attendance:**

Dr Roach	Marine Lake Medical Practice
Natalie Young-Calvert	Marine Lake Medical Practice
K Farroll	Community Action Wirral

		Minute
		SM welcomed the new members and did introductions.
<b>1.</b>		<b>Apologies for Absence</b>
		Sandra Wall, Brian Barnes
<b>2.</b>		<b>Minutes of the Previous Meeting</b>
	2.1	Agreed as a true record subject to amendment to attendance list.
<b>3.</b>		<b>Matters Arising</b>
		None
<b>4.</b>		<b>Declaration of Interest</b>
		None
<b>5.</b>		<b>Speaker</b>
		None
<b>6.</b>		<b>Officer's Report &amp; WHCC Patient Forum</b>
	6.1	<p><b>Chairman's report &amp; WHCC Patient Forum</b></p> <p>SM asked whether members wanted a regular speaker at the PPG meeting. Members thought that it would be good to have a speaker as and when it was deemed relevant and the topic was important to the PPG. Members were concerned that there is no process to decide when and who to have as a speaker. It was decided to have this issue as an agenda item in March.</p>

		<b>Minute</b>
		<p>SM mentioned the changes taking place at the CCG (Clinical Commissioning Group) and proposals for the WHCC (Wirral Health Commissioning Consortium) forum.</p> <p>He said that to have one patient forum for the CCG, and subsequently one PPG representative from each practice would be unworkable as they could mean as many as 50+ people attending.</p> <p>It is still unclear what format the patient engagement will take.</p> <p>NYC said that the ICCT (Integrated Care Co-ordination Teams) are based around the four political wards on Wirral.</p>
<b>7.</b>		<b>Sub Group's Report</b>
	7.1	<p><b>Dementia</b></p> <p>Nothing new to report. Members talked about various issues with dementia and also the reasons why the CCG Innovations funded 'pilot' did not work. Members asked that dementia is no longer an agenda item.</p>
	7.2	<p><b>Newsletter</b></p> <p>NYC suggested adding a PPG/Patient section to the practice newsletter instead of a standalone PPG newsletter. Members thought that this would be good. They added that they would like all GP's pictures included in a future edition and also whether they are partners, salaried, registrar, locums etc. NYC asked for members to send her articles that they wish to be considered for inclusion in the next edition.</p>
	7.3	<p><b>Practice Organisation</b></p> <p>NYC said that the practice had scored a 'good' rating for every area in their recent CQC inspection.</p> <p>Members congratulated NYC and said that it should be mentioned in the next newsletter.</p> <p>JS raised an issue that had occurred recently regarding the collection of prescription items from the pharmacy which resulted in three separate trips to the pharmacy to complete the order.</p> <p>NYC explained why this might happen and also the process involved with re-authorisation of certain medicines. The way the prescription is handled at Marine Lake practice now is that the entire prescription is sent to the meds management team if part of it needs re-authorisation.</p> <p>She asked anyone for specific details if they are experiencing similar problems.</p> <p>DT asked if there was a danger due to a critical drug being interrupted while this process takes place.</p> <p>Dr Roach said no, they would not let that happen.</p> <p>NYC said that they had submitted a bid to the PM's Challenge Fund to extend opening hours.</p>
	7.4	<p><b>New Building</b></p> <p>NYC said that they had submitted a bid to a NHS fund and should know a decision in April.</p>

<b>Minute</b>		
<b>8.</b>	<b>AOB</b>	
		<p>NYC said that there was a meeting to evaluate the triage system. GP's voted to continue the system with the addition that a caller will be put straight to an appointment if deemed necessary as opposed to being put into the triage system. This means that the receptionist will have to ask the caller certain questions.</p> <p>Members asked if there has been any difference in the number of calls since they started the triage system.</p> <p>NYC said that there has been more patient contact with the GP's.</p> <p>MC mentioned the telephone message after 8.30 and non-urgent; Caller has to go through the whole message before they can get to the relevant part that they need.</p> <p>NYC said that she was aware of this and that it needed updating.</p> <p>JS highlighted that St.John's Ambulance service have an urgent care ambulance contract with the hospital to take patients to the assessment unit on the 1<sup>st</sup> floor at Arrowe Park hospital.</p>
<b>9.</b>	<b>Date &amp; Time of Next Meeting</b>	
		March 19th at 5.30pm
		<b>Summary of Actions</b>