

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) HELD ON  
WEDNESDAY, 13<sup>TH</sup> JULY, 2011

PRESENT:

**PATIENT REPRESENTATIVES:**

MR PETER BUTTERS - PB  
MISS ROSEMARY REBO - RR  
MRS CAROL GRAHAM - CG  
GLORIA BONNER - GB  
MISS ANN MCQUADE - AM  
MRS ELIZABETH JACKSON - EJ  
MRS JANET RICHARDS -JR  
MR ANDY WAGNER - AW

**PRACTICE REPRESENTATIVES:**

DR K GRIFFITHS - KG  
DR A BIRCH - ADB  
NICOLA ROGERS - NR  
GINA DONNELLY - GD  
DOT LAWTON - DL  
SUE ROBERTS - SR

APOLOGIES: MRS MARGARET TAYLOR  
REV JOAN WAGSTAFF  
MISS SAMANTHA MCDONALD

**INTRODUCTIONS OF THOSE PRESENT**

SR Practice Manger, been employed at practice 34 years, never felt the need to change job as job evolves and changes all the time.

ADB GP Has been a Partner at practice for 32 years.

EJ Patient 36 years. Happy with practice.

KG GP been Partner at practice for one year, has worked at practices that have PPGs and had found they could be very useful and positive things had come out of the groups.

AM Patient 40 years. Interested what PPG is.

CG patient very long time. Very happy with practice.

RR Patient of 2 weeks. Moved from USA. Hopes to contribute new ideas.

GD Receptionist 8 years. Works mornings. Best job she has ever had.

PB Patient 30 years. Satisfied with practice.

GB Patient. Pleased with care mother received. Interested in anything that will contribute to a good service.

AW Patient. Works in IT. Would like to help patients receive a better service.

NR Receptionist 5 years. Works afternoons. Best job ever. Lots of variety.

DL Assistant to Practice Manager. Worked at practice for 22 years. Enjoys the job as it changes all the time. Very interesting.

JR Patient 27 years. Family have received excellent care and would now like to contribute to the practice.

GB asked why had we never had one before. Is it something new.

SR PPGs have been in practices for 30 years. The Lache Medical Centre have been running a group for 3-4 years. It started out with 12 patients and it is now running on 3 patients.

PB Asked was it just this Government who had decided practices needed them.

SR The Government had made PPG as a Direct Enhanced Service (DES). To give patients a say in what patients would like, what services they require. This can be done by the PPG working with the practice in devising a patient questionnaire. Practice questionnaire answers showed patients not happy with advanced booking appointment availability.

**Action SR to bring questionnaire to next meeting.**

Other - DES that the Government set are that all staff are trained in CPR every year.

## **PRESENTATION – SUE ROBERTS**

Overview of PPG. See attached presentation.

## **QUESTIONS**

PB How many patients are registered at practice.

SR The practice has 5222. The practice figures are not growing as much as other practices within area.

PB Due to the problems of no parking. Has the practice spoken to Council and asked if there could be some spaces allocated for surgery use on the Council car park.

ADB The practice had spoken to the Council in the past and they would not agree to allocate spaces.

ADB suggest that could be something the PPG could may be look into.

PB Does the practice have many complaints from residents of Old Hall Drive.

SR The practice has had complaints from residents, not as many recently. Sue informed the meeting that the practice has always had signs up asking patients not to park in Old Hall Drive since the practice moved.

PB asked if the practice was looking to move as the Chester practices were going to move into a purpose built centre.

ADB There had been talk about 5 years ago of the practices in Ellesmere Port moving into a purpose built building, but that had not happened and there now was talk of a purpose built premises near West Cheshire College site. ADB said that may be something the Group may like to look into and lobby council regarding change of premises.

PR asked if the practice is open to alternative therapies.

SR The practice is open to anything that will benefit the patients e.g. relaxation therapies

RR Felt the Mission Statement should also include confidentiality and discrimination.

PB had seen in Newsletter an article on abuse of staff. He asked if this happened a lot.

SR There was only a small proportion of patients who were rude to staff.

JR asked if incidents are “red carded”

SR If incident serious it would be red carded and the patient removed. Last patient to be removed was because of an incident with a GP whose behaviour had been intimidating, but this does not happen very often.

PB asked what sort of things would they be expected to look out.

SR suggestions informing patients of activities to improve healthy lifestyle, e.g. local walks, bike riding around Whitby Park, knitting group, ? room availability at Healthy Living Centre for activities.

RR said very impressed with information leaflets on show in practice.

GB How would patients received information Group.

SR we have a web site. Patients can receive copies through their email address. ?PPG to have a page on website. Dedicated noticeboard off waiting room/in waiting room.

AM asked what if patients do not have access to a computer.

SR The practice Newsletter can also have a page for information on Group. The Newsletter is also sent out to housebound patients.

BG asked who has input into the practice Newsletter. Patients input is also welcome.

SR told meeting all staff can contribute to the Newsletter.

SR told meeting that the PPG has an email address that patients can access.

Question was asked who does the Group report to.

SR the group is independent to the Practice. They can ask for a GP or member of the practice to attend a meeting. All the GPs and the practice have said they would be happy to attend the meetings as the aim of the PPG is to work with the Practice.

SR the minutes of all PPG meetings are a public document and will be accessible on the practice website.

SR told meeting that Claire Westmorland, GP who is working with the Primary Care Trust is going to start Network Meetings Group that all the members of all the Practice PPGs can meet and discuss issues.

SR has a Constitution which all groups require. **Action bring copy of Constitution to next meeting**

SR asked meeting when would they like to hold next meeting. After discussion it was agreed to hold the next meeting on an evening, Tuesday, 9<sup>th</sup> August, 2011 at 6.30pm was agreed.

SR was there any other items the Group wanted to discuss.

Meeting called to a close.

Date and time of next meeting – Tuesday, 9<sup>th</sup> August, 2011 at 6.30pm

Agenda items for next meeting:-

Copy Patient survey           SR

Copy Constitution           SR

Chair Person

Secretary

Treasurer nominations