MINUTES OF BROOKVALE PATIENT PARTICIPATION GROUP MEETING

HELD ON THURSDAY, 16TH MAY 2019 AT THE HALLWOOD HEALTH CENTRE

PRESENT:

1. D A [Chair]
2. H M [Vice Chair]
3. G A
4. J D
5. G D
6. M C
7. J C
8. Dawn Jackson [Brookvale GP Practice Manager]

APOLOGIES:

None received.

**AGENDA ITEMS:**

* + 1. MINUTES OF LAST MEETING

The minutes were read and taken as a true reflection of the meeting on the 21st March 2019.

* + 1. HEALTHWATCH

Healthwatch were scheduled to attend the meeting today, but unfortunately this was not the case, and no apologies where received.

DA has agreed to follow this up.

* + 1. R HEALTH PROJECT

Rob, the Chief Officer of the above attended the last meeting and DA gave an overview of the above to the group.

DA confirmed that this project is funded by the NHS and its mandate is to improve GP Services in Runcorn by in the following areas;

* Chronic Disease Management
* Care Continuity
* Care Navigation
* Back office functions
  + 1. TERMS AND CONDITIONS OF PPG

Each member of the PPG present was asked to sign the Terms and Conditions Confidentiality form.

* + 1. TALKING TO PATIENTS ABOUT SERVICES PROVIDED BY PRACTICE

Dawn confirmed that PPG members will be provided with name badges for ease of identification when speaking with Patients in the waiting room to ascertain their views on the services provided.

* + 1. PPG MINUTES PUBLISHED ON PRACTICE WEBSITE

Dawn is to facilitate this, and will also include future meeting dates on the website.

* + 1. CARE NAVIGATION – NEW MESSAGE ON ANSWER MACHINE

This was discussed at length by the group, the general consensus of opinion was that the message was too lengthy, and that appointments were not readily available.

Appointments are automatically released onto the system at midnight, by 8.30 am they have all been “taken”. Dawn is to look into this and report back to the group.

Dawn informed the group that there are 8,500 Patients on the Practice List, and agreed that sometimes there could be up to 4 weeks wait for an appointment with a named Clinician, and confirmed that there was usually availability with the Practice Nurse.

* + 1. NEWS FROM THE PRACTICE [PATIENT SURVEY ETC]

Dawn Circulated a draft Patient Questionnaire to the group.

JC is to have a look at this to see if it can be “stream-lined”. This will be circulated at the next PPG meeting.

The car parking monitoring system, as reported previously, is to progress with an Automatic Number Plate Recognition System being installed and signs denoting its use will be erected in the car park.

KFC have been asked to cut-back their trees adjacent to the HC car park.

Interviews are to be held next week for the position of Healthcare Assistant.

Dawn also informed the group that Sharon [Nurse] had left the practice which is a shame as she was a valuable member of staff.

* + 1. QUESTIONS AND ANY OTHER BUSINESS

The previous group secretary has decided to leave the group. Jean was asked, and agreed to take minutes at future meetings.

Henry agreed to be the Vice Chairman of the Group, and Jean was appointed as Secretary.

* + 1. DATES OF NEXT MEETING

Thursday, 27th June 2019

Thursday, 22nd August 2019

Thursday, 17th October 2019

Thursday, 12th December 2019