MINUTES OF BROOKVALE PATIENT PARTICIPATION GROUP MEETING

HELD ON THURSDAY, 22nd August 2019 AT THE HALLWOOD HEALTH CENTRE

PRESENT:

1. DA [Chair]
2. G D
3. I B
4. J C [Secretary]
5. G A
6. J A
7. R H [Representing Brookvale GP Practice Manager]
8. I B [Healthwatch Halton]

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 27th June 2019.

* + 1. WELCOME AND INTRODUCTIONS

DA invited the group to introduce themselves, and advised that our Vice Chair was unfortunately not in the best of health at the moment. It was agreed that best wishes be sent to him from the group.

* + 1. HEALTHWATCH

IB tabled a copy of the Healthwatch Annual Review [copy of file], and informed us of various events that are taking place in the next few weeks, including an event at the Halton Stadium on the 19th September 2019 from 9.30 to 12.30, which will be attended by Lucy Reed a member of the Healthwatch management. Also Warrington and Halton Hospital will be holding an “Open Day”.

IB asked the group to sign up for the E-Bulletin, which will be forwarded by email. She also informed us that the ENT and Dermatology services at Highfield Hospital are designated as excellent.

Healthwatch enter and view establishments and ask relatives of clients about the care they receive. A pre-visit questionnaire it sent to family of clients also. Healthwatch are currently looking for volunteers, to visit Care Homes / Hospitals / GP Practices. Application forms are available from Irene.

* + 1. IDENTIFICATION OF PPG MEMBERS

A badge was requested for IB – RH to facilitate this.

* + 1. PPG PLUS MEETING

It is hoped that the next PPG meeting will be a joint venture with Weavervale PPG.

* + 1. NEWS FROM THE PRACTICE

The car parking monitoring system, as reported previously, is still a “work in progress”.

Some trees have been cut with others still in need of cutting back.

* + 1. PATIENT SURVEY

It was agreed that JC and GD will attend on the 14th September, when a full waiting room is expected due to flu vaccinations being given. The results will be entered onto a database and discussed at the next meeting.

**Post meeting note**: DA joined us on the 14th and 21 questionnaires were completed. It was decided that this wasn’t the best time to do the survey as patients weren’t in the waiting room very long before being called for their appointment. It was agreed that we would return on the 30th September to obtain more surveys during a more “normal” surgery. The result of this was, only 11 patients were willing to complete the forms on this occasion. DA attended again on the 9th October and obtained a further 8 completed forms.

* + 1. DATES OF NEXT MEETING

Thursday, 12th December 2019