

Patient Participation Group

Meeting Minutes

Tuesday 16th July 2019 @ 10.30am

In attendance

Patient Group Chairman – Mr Kevin Sharkey (KS)

Practice Manager – Sue Hawkins (SH)

Reception representative and Carer's Champion – Moira Parrott (MP)

Patient – SW

<p>Welcome and Introductions</p> <p>Introduction – all in attendance have previously met.</p>	<p>Kevin Sharkey (KS) and Sue Hawkins (SH)</p>
<p>Practice Update</p> <p>SH gave an update on practice current staffing and future plans including clinical and admin.</p> <p>CQC monitoring phone call in May went well – outcome no inspection is required this year. We will however be due an inspection after April next year as Practice will be in year 5 since last inspection.</p>	<p>Sue Hawkins (SH)</p>
<p>Community Trust Update and News</p> <p>KS gave an update on CT and how now they are integrated with Social Care.</p>	<p>Kevin Sharkey (KS)</p>
<p>MSK Service (Wirral Clinical Commissioning Group) and UTC (Urgent Treatment Centre) Update</p> <p>KS gave an update on MSK service and confirmed representatives from the Service were due to attend the next Federation Patient Group Meeting next week.</p> <p>KS - Urgent Treatment Centre is still due to go ahead at Arrowe Park site. Minor</p>	<p>Kevin Sharkey (KS)</p>

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<p>Illness Centres to remain open in Eastham, VCH Wallasey and Birkenhead Medical Building. Moreton and Gladstone Medical Centre to be closed. Formal notification still awaited by Practice.</p>	
<p>Federation and Primary Care Networks (new NHS England Contract)</p> <p>Overview given by SH and KS on Federation model and new Primary Care Network. Practice is part of Arno group.</p>	<p>Sue Hawkins (SH) Kevin Sharkey (KS)</p>
<p>Annual Significant Event / Incident overview and Annual Complaints (anonymised)</p> <p>SH shared annual Complaints and Significant Event review. System explained and no trends or concerns have been identified.</p>	<p>Sue Hawkins (SH)</p>
<p>Any other Business and opportunity for informal chat</p> <p>KS suggested the practice website needs updating for PPG information.</p> <p>Action - KS will arrange to come in and spend some time with SH to update in near future.</p> <p>Next meeting to be agreed in approx. 6 months – promotion of group and attempt to increase patient attendance at meetings to be done at Macmillan Coffee Morning fund raiser in September.</p> <p>SW happy to assist with this and will liaise with the practice.</p>	<p>Sue Hawkins (SH) Moira Parrott (MP) Receptionist and Carer's Champion</p>