

## **Patient Participation Group (PPG)**

### **Minutes 29.03.2023 @4pm**

#### **Present:**

**Georgina McNicholas** Practice Manager

**Mr Kevin Sharkey** PPG Chair

#### **PPG**

P.Edwards A.Smailes C.Snowdon S.Stewart S.Wilding J.Williams

**Welcome and thank you for attending done by Georgina McNicholas.**

- **Practice Leaflet – Georgina McNicholas**

Georgina showed the new practice leaflet to all attendees, this was developed at the PPG suggestion for housebound patients and patients that do not use the internet. All the PPG members were happy with the leaflet and the information it gave. We post out a number of leaflets to housebound patients and patients with no mobile number, we also included a letter about Social prescribers. Georgina will print more off and leave in reception area for patients to view.

- **Face Masks – Georgina McNicholas**

Georgina explained to members that face masks will no longer be compulsory in the practice and will now be patient and staff choice. All infection control guidance is still being followed, including wiping clinical rooms down in between patients and the waiting room areas.

- **GP Appointments / DNA's / Patches – Georgina McNicholas**

Georgina talked about the amount of patients that do not attend appointments. Since 1<sup>st</sup> January 2023 up to today there were 91 appointments not attended for GPs which equates to approximately 15.5 hours of wasted GP time. In the same time period 57 appointments were not attended for the Practice Nurse which equates to approximately 9.5 hours of nurse time wasted. However this has increased as we are now seeing patients Face to face rather than via triage. It was discussed that the Practice Manager should start putting these statistics on the website and in the waiting room. Georgina will action.

- **Living Well Bus – Georgina McNicholas**

Georgina explained about the LiveWell bus that is supporting the communities and are available to do Covid vaccs, blood pressures, pulse checks, cholesterol, BMI and referrals for Mental Health. All Wirral visits are advertised on Facebook and the practice website when they are on.

- **Transfer of Social Services – K.Sharkey**

Mr Sharkey explained that Wirral Health & Care Trust had taken over the running of Social Services from Wirral Council involving the transfer of all services and staff to the Community Trust. Wirral Council have now decided that they want to take Social Service back “in house” and have asked for the transfer to take place in approx. 6 months’ time from the end of March. The Trust have now told Wirral Council that the transfer will take place on the 1<sup>st</sup> of April.

- **Wirral Place Boards (WPB) – K.Sharkey**

Place based partnership boards often (although not always) match the area covered by an upper-tier or unitary local authority. Place-based partnerships typically involve the NHS, local government, and other local organisations with responsibilities for planning and delivering services, such as voluntary, community and social enterprise (VCSE) sector organisations and social care providers. They may also include or work alongside other community partners with an influence on health and wellbeing, such as schools, emergency services and housing associations, and work with people who use services, their carers and local residents. The Wirral Place Board is chaired by Simon Banks and consists of 25 members drawn from various interested bodies such as St. Catherines Hospital, Healthwatch, several Wirral Councillors and some G.P’s.

- **Sign re delicate information discussions at reception** – Mr Smailes enquired about notices in reception for privacy, Georgina had put these up this week stating that if patients need to talk in private to ask the receptionist and they will take them into the interview room next to reception.
- Mr Smailes enquired about Annual Health Checks; Georgina assured the group that health checks are being carried out on a monthly basis and will be increasing with the training of a new HCA over the coming months.
- Georgina told members that Church Road had received a Gold award for completing 100% of their Learning Difficulties Annual Health Checks from the LD team

**Next Meeting to be arranged approx. July 2023**