



Patient Participation Group Monday 22 November 2021

PPG Meeting Minutes	
Location:	United Reform Church, Wallasey Village
Date :	Monday 22 November
Time:	17.00pm
Attendees:	Steve Howe (Chair), Claire Bruce, Barbara Carrington, Su Winter, Diane Barrett, Hazel Welsh, Julia Codling, John Codling, Jessie Hughes, Gerard Fenlon
Visitors:	n/a

Topic	Action
<p>Announcements: Welcome to Gerard Fenlon</p> <p>Gerard had applied to join the group during lockdown so this is his first meeting.</p>	
<p>Apologies Dr Stokes, Elaine Evans, Leah Fraser</p>	
<p>Each member to share their experiences of the Pandemic</p> <p>Each member of the group gave a short resume of their time during lockdown. The key points made are set out below:</p> <ul style="list-style-type: none"> • The first lockdown was much easier to cope with good weather and lots of outstanding jobs to do. A number of members had grown up children staying with them which was enjoyable. The second was much worse as it was in the winter and it was easy to get depressed. • Members who had caught COVID found it a nasty experience especially in intensive care. One ex nurse was not impressed with the "Barrier control" in Arrowe Park. • Nearly every member had found the Surgery telephone service to be quite shambolic with long waits to get their calls answered with no other alternatives offered. This was seen as a prime reason that members got depressed during lockdown and imagined this would have affected all patients who wanted to speak to a doctor. • Members who had been stranded outside the UK at the start of the Pandemic stated that other countries were better organised than the UK at that time. • Some services such as the Memory Clinic had significant delays in getting appointments during the Pandemic. This inevitably led to a deterioration in the health of the patients. One Member whose husband urgently needed a new hip had to resort to going private as there was at least a years wait even for urgent cases 	
<p>Discussion regarding the notes from Steve following his discussion with Dr Stokes and Dr Barfield regarding the Practice and Wallasey Wellbeing Primary Care Network</p> <p>The notes from both these telephone conversations had been circulated to all members prior to the meeting. The following points/questions were raised at the meeting.</p> <ul style="list-style-type: none"> • The meeting was pleased to hear that there was a new telephone system in place and would monitor the wait time over the coming weeks so feedback could be given to the Practice. A number of members said that the highest number waiting on a call wait was 9. A Question therefore was "Is 9 the highest number that the system gives out or will it go higher in busy times?" 	

<ul style="list-style-type: none"> • The majority of the meeting said they had learnt more from Steve’s notes than they could have found out from other means such as the website. This must be the case for all patients. Information about all the new services being offered through the Primary Care Network were unknown to most patients so they would not know how they could be accessed. • Communication with Patients must be improved. The need for a regular Practice Newsletter would be an obvious start. This could be published on the Website and sent to all patients who have registered their email address with the Practice. It could also be available via reception in the Waiting area (subject to COVID regulations). The use of Text messages could also be used to update patients with services that are available. One question that flows from this conclusion “What percentage of patients have their email address registered with the Practice?” and “what measures are being taken to increase this number?” • The group were pleased to hear that the website is being brought up to date. Following Dr Barfield’s request Steve Howe, Su Winter, and Julia Codling are willing to help test the New Website prior to its launch. • The majority of the meeting were not aware of the functions undertaken by the Wallasey Wellbeing Primary Care Network. This is likely to apply to the majority of the patients in the Practice. Another good reason to produce a Newsletter! • Steve would contact Lisa Williams, the Operational Manager of Wallasey Wellbeing and invite her to the next meeting of the Patient Group. 	
<p>Healthwatch offer to visit Patient Group</p> <p>The group would prefer to have Lisa Williams at the next meeting with Healthwatch coming to the one after.</p>	
<p>Question and Answer session with Doctors</p> <p>The group would welcome a question and Answer session with the doctors in 2022. It is likely that this would be after the building works had been completed and could be linked with a tour of the refurbished premises. In the meantime the group can send any queries or questions through to Steve and he will discuss with Dr Stokes and Dr Barfield in his regular telephone calls.</p>	
<p>The Future of the Patient Group</p> <p>The format of the Group will remain but the meetings will happen every two months for the time being</p>	
<p>Date of next meeting – Monday 24 January @5pm subject to a venue being confirmed</p>	