

MINUTES OF PATIENT PARTICIPATION GROUP

Held on 18 January 2023

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PRESENT : Colin Pickles
Mary Prendergast
Tony Wright
Graham Mussell
Julie Higgins
Gill Stuart
Dr Kelly
Carol Howard

APOLOGIES : Ann Raw
Mavis Monaghan
Barbara Wilson
Jane Wright

The Chairman started the meeting by welcoming new members and everyone introduced themselves. First meeting since COVID.

PRACTICE REPORT

Practice now has, apart from 3 partners, 4 salaried GPs, 2 trainees, a full-time pharmacist, full-time advanced nurse practitioner and a physiotherapist on Tuesdays only.

Currently advertising for a health care assistant.

TREASURER'S REPORT

£1349.00 on hand but the bank no longer offer free banking to charities so the account is now costing £5.00 per month.

Treasurer and Chair are looing at other areas to hold money without any charges.

Christmas raffle made a net profit of £150.00 (excellent).

ANY OTHER BUSINESS

The surgery are interested in the group funding a machine in the waiting room which will measure patients' BMI, blood pressure etc. Gill Stuart will make enquiries as to the cost.

It was suggested we do an Easter egg raffle. Chair will look into this.

Practice shared the comments from the GP Patient Survey results. Discussed common themes – ALL practices regarding patient satisfaction and the results are passed to each practice to consider whether any action is necessary.

Common themes are :

- (1) Face to face appointments wherever possible.
- (2) Phone access at 8am. There are 3 receptionists and 3 answering the phones from 8am to take calls.
- (3) Continuity of care – it is not always possible for patients to see the same GP.
- (4) E-consult – Time consuming to fill in. Agreed but this is a national site and not surgery base. Format is changing on 3 March.
- (5) Telephone consultations and response times for e-consult – no specific times can be given as responses are when doctors are free.

(6) Pre-recorded telephone message is too long.

More notices to be put up to encourage patients to use the practice website.

All members are in agreement that Westway Medical Centre is a good practice with helpful and pleasant staff at all levels. Positive feedback in the Maghull & Lydiate area.

NEXT MEETING – 15th March 2023 @ 1pm