



Marine Lake & Estuary Medical Practice

The Concourse, Grange Road, West Kirby,
Wirral CH48 4HZ
Telephone: 0151 625 9171

Patient Participation Group

Minutes - PPG Meeting - Thursday 6th July 2023 – 4.30pm

Present

PPG MEMBERS

Charlotte Shaw (Chairperson)
Iain MacDonald
Lynn Collins
Ann Jones
Barbara Smart
Stuart Clark

Guest

Suzanne – Age UK
@ Marine Place Café

PRACTICE REPRESENTATIVES

Ken Fryer (Covering Practice Business Manager)
Dr Malpas (Partner GP)

Apologies

Leslie Isaacs
Jan Williams
Pauline Parr
Mary Railton-Crowder
Susan McDonald

Meeting Minutes:

Introductions were given to welcome new members to the group

Members had the opportunity to submit questions for the Practice representatives for answers and discussion at the PPG Meeting

Q&A with Ken and Dr Malpas

1. How do you feel the move gone and what feedback have you received about the move and new facilities?

Practice Move Update

We reviewed the feedback given by the PPG and Patients from the first week of the new Health & Wellbeing Center being opened.

Feedback on the whole was positive with a few buildings and snagging issues raised. There were still some actions outstanding, but these were mainly the responsibility of the NHS Trust as building landlords.

With the new move, a new telephone system had been installed that was less reliant on landlines and worked over the internet with backup provisions.

The Practice had begun trialling a new telephone queuing system where lines were dedicated to incoming calls for the different service options and dedicated outgoing lines. Patients would hear the on-hold message and after 5 minutes in the queue, would then be offered a call back. Patients would not lose their position in the queue, just an option for a call back when it was their turn, thus saving patients being on hold. Once these lines were full, any patient then calling the surgery would receive the engaged tone instead of being added to the queue with long waiting times.

This new system will be reviewed but the hope was for improved call flow.

An update will be given at the next meeting.

The group discussed options of developing a short survey that could be conducted at the surgery to gain feedback from patients on the new building, telephone system and services at the practice.

PPG Members are to email suggestions to the Chair for discussion at the next meeting.

2. Have the staff settled in well and how do they find the new facilities?

Ken explained that the improved working environment lent itself to new ways of working, with separate work areas for the different teams and dedicated staff to specific tasks. Staff were pleased with their new surroundings and much happier in the workplace. They were still finding their feet as expected with such a major move.

Dr Malpas went on to give positive feedback from the GP's and Nurses.

3. e-Consult and some practices are going to PATCHS. Are these systems national and optional for surgeries? Will we be moving to a different system?

There are no plans at present to move to PATCHS and e-Consult will remain in place at the current time.

The meeting broke for short moment so Dr Malpas could introduce himself and chat about Research opportunities at the Practice and the award the Practice had received for Research Development. This will be announced formally on the information screens within the practice so all patients could hear the good news.

Guest Speaker, Suzanne from Age UK was introduced and had a chat with the PPG about Marine Place Café.

Suzanne introduced herself and her role as Wellbeing Lead and spoke about some of the services and support on offer.

The Café had newly opened, and they were starting multiple groups at the Café to improve footfall to the Café and introduce new community services.

Anyone wanting further information was welcome to meet with Suzanne.

A survey was shared with the group 'What matters to you?' to help gain feedback.

CONT . Q&A with Ken

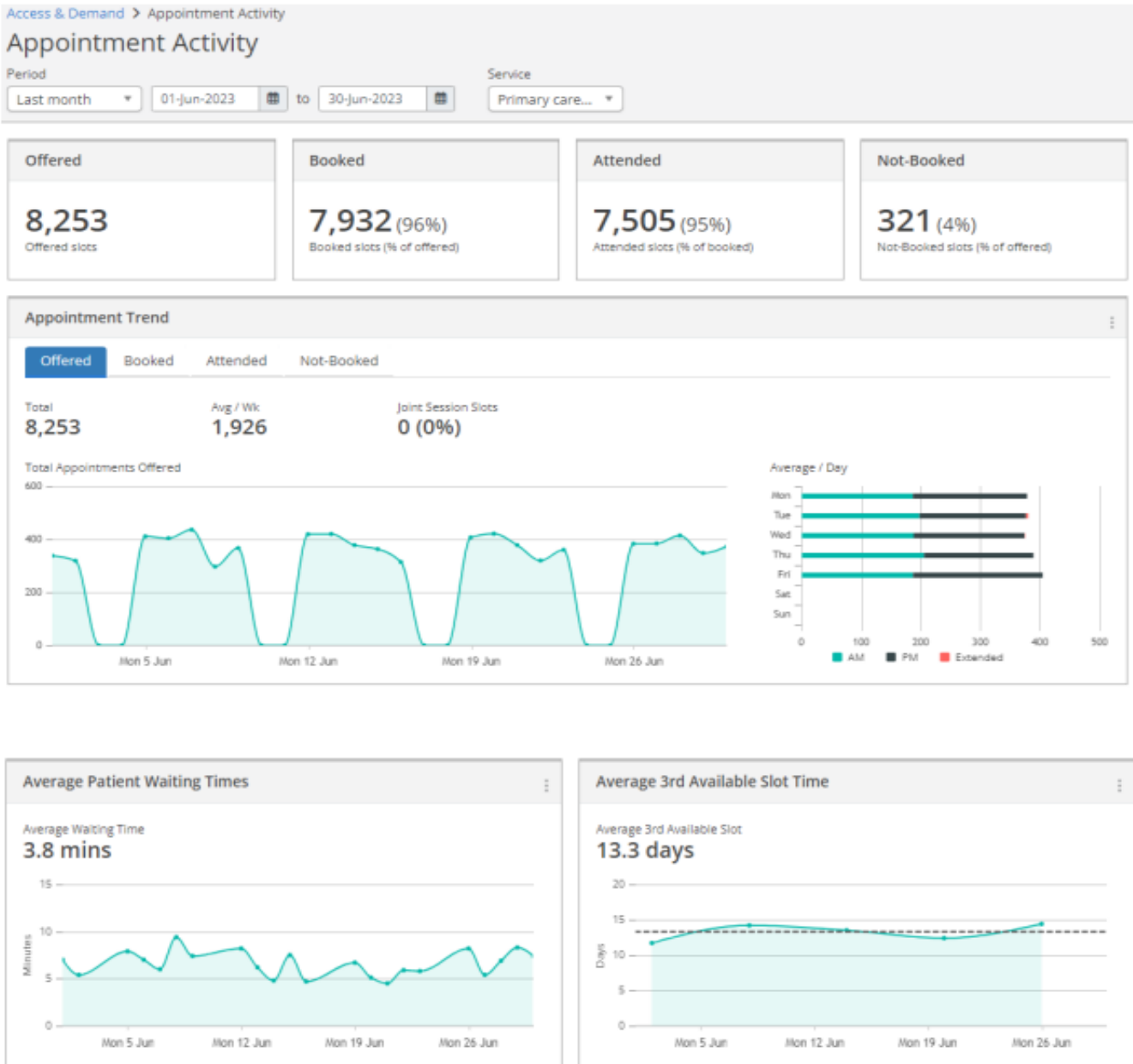
4. What is the practice contractually obligated to provide and what the standards they must achieve? What SLA's is the practice measured on?

Ken presented the recent appointment and Waiting for discussion.

PPG Members discussed figures provided and are to review what SLA information they would like to see going forward.

Suggestions are to be sent to the PPG Chair for discussion at the next meeting.

Marine Lake Medical Practice – Appointment and Waiting Times – June 2023



Other Questions submitted will be discussed at the next meeting due to time restraints and meeting closed at 6.20pm

Next Meeting:

Proposed Dates – TBC for Early September via separate Meeting Invites

Please refer to the practice website for upcoming PPG meetings and events

If there are any queries regarding the minutes or questions from the PPG actions please email Lottie (Chair) at marinelakeppg22@gmail.com