

DRS WEBSTER, TWOMEY & LOWCOCK

PATIENT PARTICIPATION GROUP **AGENDA**

Meeting to be Held on 19th December 2013

1. Apologies
2. Matters Arising
3. Alison Brook – CCG Representative
4. Dr Webster – Goodbye and Thank you
5. Patient Access – Early morning appointments
6. Any other business

MINUTES OF THE MEETING HELD ON 19TH DECEMBER 2013

In attendance:

Brian Marten	John Rosbotham	Sandra Corfe
Bob Singleton	Jayne Lloyd	Linda Burns
Pauline Highton	Dennis Cowley	Lynn Conachey
Helen Sansbury	Dr John Webster	Alison Brook

1. Apologies were received from Jacqueline Shaw, June Marten, Susan Kimberley, Beryl Jones, Richard Jones, Eddie Cunningham (CCG Representative)
2. Matters Arising

Helen updated the Group on the telephone system which has been ordered and hopefully be in place before Christmas.
3. Alison Brook introduced herself as a St Helens Clinical Commissioning Group (CCG) Representative. Her role in the CCG is that of Engagement and Involvement Officer. She briefly summarised her role in the organisation and gave an overview of the CCG commissioning intentions. Alison spoke of her aim to organise an Event to bring together practice groups, GP practices, community groups and public members to encourage and further support the development of 'grass roots' engagement with our local public/patients. She believes this is integral to the CCG moving forward. Alison promised to send details of this event and formally invited the members of our Group to attend. Alison's contact details are given below and members of the Group were invited to contact Alison if they had any queries about the CCG or if they felt they could offer more of a commitment to the organisation.

Alison Brook Telephone: 01744 624269 Mobile: 07768045047 Fax: 01744 624188
4. Dr Webster addressed the group in advance of his imminent retirement. He reminisced about the last 37 years as a GP in Rainford. He commented that he had enjoyed almost all of this period and hoped that he had made a difference. He thanked the Group for all their best wishes both for his retirement but also during the period of his illness 12 months previously. He spoke briefly about the challenges on the horizon for General Practice e.g., rising elderly population and associated morbidity, GP recruitment issues, new clinical developments and uncertain political agendas.

5. Helen informed the meeting of the practice's decision to open earlier on a couple of mornings each week to offer greater access for patients. The intention is that the surgery doors would open at 8am, initially on a Thursday and Friday only, and offer face to face interaction with the Receptionists, telephone communications and some GP appointments starting at 8.10 am. Discussion took place around whether these early appointments should be left open like all the other GP appointments or whether the practice should consider 'embargoing' them and only offering them to patients in full time employment. The prevailing view of the Group was that the appointments should be kept open and offered on a first come first served basis but we agreed to survey the patient population to gauge their views.
6. **Next Meeting:** Thursday 27th March - Dr Veltkamp in attendance