

# Patient Participation Group West Wirral Group Practice Newsletter

Issue 1 July 2012

## Welcome to our first issue

### Surgery Address

**West Wirral Group Practice  
The Warrens Medical Centre  
Arrowe Park Road  
WIRRAL  
CH49 5PL**

### Surgery Opening Times

Monday	7:00am to 5:45pm
Tuesday	8:00am to 5:45pm
Wednesday	7:00am to 5:45pm
Thursday	8:00am to 5:45pm
Friday	8:00am to 5:45pm

### Surgery Telephone

**Telephone No.  
0151 929 5555**

**Telephones open from 8:00am and  
closed for lunch 12:30—1:30pm.**

**Test Results available from  
2:00pm only.**

### How to contact the Patient Participation Group

The PPG can be contacted by email at [ppg.wwgp@gmail.com](mailto:ppg.wwgp@gmail.com) or by post at:-

PPG Deputy Chair  
c/o West Wirral Group Practice  
The Warrens Medical Centre  
Arrowe Park Road  
WIRRAL  
CH49 5PL

Please note that we are **not** contactable by telephone—please do not telephone the Surgery, as you may block an important incoming call.

Many of you may be asking the question “What is a **Patient Participation Group (PPG)**, what is its purpose and how does it fulfil this”?

A PPG is a group of volunteer patients whose principal aim is to promote and encourage the highest possible standard of Primary Health Care and strive for its continuous improvement through the medium of Patient Participation in their local Practice.

This is achieved by promoting good communication and cooperation between the Patients and the Practice by representing the views of Patients to the Practice and other NHS bodies and Patient Organisations.

Each PPG is unique and it evolves to meet local needs for Patients in a Practice area with its own particular demographic.

Our PPG was formed in late 2011, with our first meeting being held in December. We meet on a, generally, monthly basis with the Senior Partner and Practice Manager to discuss and review the policies and services that affect us all, as Patients or as Carers. Our group is on a steep learning curve regarding the NHS and major changes locally and nationally, as we familiarise ourselves with new structures.

Locally we are represented at the monthly meeting of the Wirral Health Commissioning Consortium (WHCC) Patient Forum.

We are also affiliated to the National Association for Patient Participation which is a national organisation which provides support and advice to PPGs like ours.

For our PPG to be effective, we need **YOUR** views on issues and areas for improvement. Equally we need to know when services are excellent or where effective new services have been introduced, principally in Primary Care which is provided by the West Wirral Group Practice at the Warrens Medical Centre. However, we also have an input via the WHCC Patient Forum to the wider range of services provided on Wirral which have been commissioned by WHCC.

Our notice board in the waiting area at the Warrens Medical Centre will form one of our main means of communication with Patients who visit the Surgery. We plan to issue newsletters on a periodic basis to keep you informed of topics of general interest concerning health and Practice news. Please contact us if you would like an article on a particular topic.

In future editions, we hope to introduce you all to the Practice Doctors, Nurses and Staff at the Warrens Medical Centre with our ‘In the Spotlight’ feature.

There is an opportunity for you to be involved as a Virtual Member if you have a computer and are competent in e-mail.

If you would like more information on this or wish to provide suggestions for improvement or feedback on the service provided please contact us in the **How to contact us** section as shown elsewhere on this page. Please note, we **do not** deal with personal medical issues, as these are dealt with via the usual Practice procedures.

# Patient Survey 2011.

One of our first tasks as a PPG was to conduct a Patient Survey for the Practice in December 2011. We would like to thank all Patients who took the time to fill in our questionnaire. The information provided will help us and the Practice learn what areas cause concern and where the PPG can help.

## Priorities

These were determined in a series of meetings with the Practice. It was known from earlier surveys that the main areas of Patient concern centred around the Appointment System and Prescriptions. The survey was built around these issues and to include any aspects of customer care with Reception staff.

## Method

Paper copies of the survey were handed out to 150 Patients who attended the Surgery during December and a further 35 were distributed to Virtual Members via e-mail. Of these 185 sent out, 129 were returned, which was still statistically significant.

## Survey Results

The survey highlighted five main areas for improvement.

- The Appointments system was the area of greatest concern with a poor understanding by Patients of the system.
- Customer Care needs improving and training for Reception staff is necessary.
- The Prescription process is another area of concern. A number of Patients do not understand what a Batch Prescription is.
- Patients do not fully understand the role of Health Care Assistant (HCA) and, in some cases, did not know they existed.
- Communication between the Practice and Patients could generally be improved.

These are all areas that the PPG can help with and we will be working very closely with the Practice to improve services. We have formed various sub-groups to look at these areas in greater depth and hope to feature our findings in future newsletters so - watch this space!

Detailed information on the survey can be found on the Practice Website.

## Travel to the Warrens Medical Centre using Bus Service 175

A number of Patients who live in the areas of Irby and Pensby served by the hourly 175 bus have enquired about connecting services with this route to the more frequent services which travel along Thingwall Road and Pensby Road to the bus stop at Thingwall Corner roundabout adjacent to the Warrens Medical Centre. Please note that this service only runs Monday to Friday with the first bus from Heswall at 09:36 and Irby at 10:00 and the last bus from Heswall at 16:36 and Irby at 17:00.

**From Irby to Thingwall Corner**—Depart from Thingwall Road/Irby PO on 175 bus at hh:00 or at hh:05 from Glenwood Drive and alight at the Thingwall Road bus stop opposite Whaley Lane at hh:07. Catch 471 bus to Liverpool at hh:10 and alight at Thingwall Corner at hh:12.

**From Heswall/Pensby to Thingwall Corner**—Catch 175 bus departing Heswall hh:36 calling at Whitfield lane hh:40, Kylemore Drive xx43 and Ridgewood Drive hh:48 and alight at Pensby Road/Cornelius Drive at hh:48. Catch 472 bus at hh:58 to Liverpool and alight at Thingwall Corner at hh:02.

**From Thingwall Corner to Irby**—Depart from Thingwall Corner on Heswall-bound 472 bus at hh:37 and alight at Cornelius Drive at hh:41. Cross over Pensby Road to the bus stop on the opposite side and catch 175 bus at hh:48 to Irby.

**From Thingwall Corner to Pensby/Heswall**—Depart from Thingwall Corner on Heswall-bound 472 bus at hh:58 and alight at Cornelius Drive at hh:01 and catch 175 bus at hh:07.

Please note that this is based on timetables:- 471/472 dated 8 July 2012 and 175 dated 10 October 2010.

**THANK YOU FOR READING OUR FIRST ISSUE**