

42 Kingsway PPG Meetings

Minutes

Date: Monday 4 August 2025
Time: 5pm to 6.30pm
Venue: 42 Kingsway Surgery, Waterloo, L22

In Attendance

Jane Elliott
Annette Quirke
Veena Bajaj
Karen McCracken
Angela Barnes

Apologies

Angela Malone
David Guidera

No	Item	Lead
PPG25/038	Welcome and Introductions Apologies noted as above	Jane Elliott PPG member
PPG25/039	Minutes from the previous Meeting It was noted that the minutes has the wrong date. Once amended the minutes will be agreed as accurate	All
PPG25/040	Actions from the previous meeting The action tracker was updated noting updates	Jane Elliott PPG member
PPG25/041	Autumn News letter First draft of newsletter was shared with the group. A few minor alterations will be made. JE will send copy to practice who will review content before publishing. It is still unknown which organisation will deliver the COVID vaccines to the housebound patients, therefore, we will make the narrative more generic.	JE

No	Item	Lead
PPG25/042	National Patient Survey A brief report was pulled together showing the practice results for 2023, 2024 and 2025. The practice are on par with the National average. The PPG members were impressed with the outcome. The national survey targets a random sample of patients from the practice list regardless if they have interacted with the surgery or not. Uptake of the survey is very low at 35% It was noted that the results for getting through on the telephones has shown a decrease in the number of patient who had a good experience. The practice has recently invested in a new telephone system as per national guidance. This should support patients accessing via telephone in future. Staff are still undertaking training to support the transition and use of the new system. Once confident the practice will consider switching on the auto-call back functionality. Other practices who have switched this on found that some patients were unsure about the reliability of the call-back system and chose to ring the practice again. This resulted in them losing their original place in the queue and being placed at the back, which led to further delays. The PPG will support the practice in spreading the word amongst patients. The overall conclusion is that the practice want to see an improvement in access on the telephones and an improvement in experience with administration staff.	

No	Item	Lead																				
PPG25/043	Friends and Family Test Figures for September 2024, May 2025 and June 2025 were shared with the group. Everyone who attends for an appointment is asked to complete a friends and family test. A total of 150 responses is collated each month via text message. The practice and PPG members feel that this is more indicative of patient feedback than the National Survey as it is targeting those who have come into contact with the practice recently. See results below <table><tr><th>Date</th><th>Total responses</th><th>Positive</th><th>Neutral</th><th>Negative</th></tr><tr><td>Sept 2024</td><td>153</td><td>136 (90%)</td><td>6 (5%)</td><td>8 (5%)</td></tr><tr><td>May 2025</td><td>148</td><td>139 (94%)</td><td>7 (5%)</td><td>2 (1%)</td></tr><tr><td>June 2025</td><td>149</td><td>138 (93%)</td><td>6 (4%)</td><td>5 (3%)</td></tr></table> The practice also reviews the comments that are sent in. The negative comments get discussed at clinical meetings to see how improvements can be made. Some positive comments received “Excellent Service from my GP” “polite staff, listened too, fast appointment” Some negative comments received “Appointment was late but the actual consultation was fine” “wasn’t impressed with the time keeping. For me 3.30 means 3.30 not 4pm”	Date	Total responses	Positive	Neutral	Negative	Sept 2024	153	136 (90%)	6 (5%)	8 (5%)	May 2025	148	139 (94%)	7 (5%)	2 (1%)	June 2025	149	138 (93%)	6 (4%)	5 (3%)	
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PPG25/044	Local Quality Contract Results Cheshire and Merseyside ICB produce a contract for practices to sign up to. It is designed to make improvements in care for patients in Sefton and reduce inequalities of care. The contract includes: • Early Diagnosis, which means improving diagnosis of patients to enable them to receive the care they require. • Receiving care closer to home, which means patients don't need to be referred into hospital • Preventative care, which means patients stay well for longer • Digital training to help patient access health care in a variety of ways, where appropriate • Extra appointments during the winter A brief report was shared with the group showing what had been achieved at the practice. The practice was a high achiever of the contract. The practice scored low for safety netting patients when referred for suspected cancer. The practice manager explained that the a separate spreadsheet was used to do this effectively within the practice which is external to the clinical computer system. It was suggested that the appropriate coding is entered on to the system in conjunction with the spreadsheet to assist data collection. The full report can be found below.  LQC_Analysis_Report _Phase10_42_Kingsw	
PPG25/045	General Discussion The group are keen on the introduction of teams meeting for any members who can not make face to face appointment. The invitation will be extended to AM. The members of the PPG wanted to express how well they feel the practice runs and know that all members of the team work really hard, which is appreciated.	
PPG25/046	Setting Agenda for next meeting Flu Campaign The government 10 year plan	All
PPG25/047	Close Next meeting 1st September 5pm to 6.30pm	