

City Walls Medical Centre: PPG - Minutes

1 December 2016

1. Attendees

CWMC practice staff

Dan Jones	GP Partner
Holly Corrigan	Reception Supervisor
Dina Buckley	Medical Secretary
Pete Williams	IT Manager

Patient representatives

Margaret Brinkley	
Brian Everett	
Anne Lingard	
Lea McGee	
Connie Telford	Acting Secretary
Steve Telford	Chair
Dorothy Wallis	

Notes	Action Owner	Action By Date
1. Apologies and Absences		
Apologies were received from: Rachel Barlow, Ian Crossan, Beryl Evans, Pat Lott, Val Oultram, Adie Salter, Josie Sterne, Roy Stewart, John Walker		
2. Minutes of previous meeting (1 Sept 2016) – follow-up		
<p>Appointment System: Since the last meeting, there has been the introduction of a change to the hours for making non-urgent (i.e. routine) appointments (these can only be made from 10am onwards). Urgent (and home visit) appointments only will be taken from 8-10am. From the beginning of this change (3 Oct) there has been a very noticeable improvement in the management of appointments both for Surgery staff and patients. This was reflected in the much more positive FFT feedback re the Appointment System from Oct onwards.</p> <p>It has been agreed that the current telephone system should be improved. PW has been working with JW (from the PPG) on the specification and assessment of the various suppliers. PW is hoping to complete the evaluation within a week and then present his findings to the Partners before end Dec. After some discussion it was agreed that the aspirational date for the implementation of the new telephone system should be end Jan 17. However, PW will provide updates if the situation changes.</p>	PW	End Jan 17
<p>CWMC Website: PW gave an update on the website development and its current usage. He indicated that more pages are now “live” though a few are still under development and will be completed as time permits. It was agreed that it would be good to incorporate some of the comments from each FFT analysis on the website.</p>	PW	On-going
ST had previously raised the issue of an interactive screen in the Surgery, which he believed would greatly assist the take-up of on-line Surgery		

<p>services. Since the last meeting it has been agreed that one should be purchased. PW will work with ST on its implementation.</p> <p>Friends & Family Test (FFT): ST had distributed copies of the latest FFT data (to end Oct) along with a summary of the major findings:</p> <ul style="list-style-type: none"> • The Meet & Greet (M&G) exercise in Oct had boosted responses to the largest number ever – 260. This represented c1.5% of the patient body. Without M&G in a month, the responses tended to be few and extreme. • 87% of respondents were highly likely or likely to recommend CWMC. However, this approval rating is not reflected in NHS Choices. • There were 42 responses with additional positive comments, particularly with regard to the GPs, Nurses, Reception staff and Pharmacy. There were even some positive comments on the Appointment system now the change mentioned earlier had been implemented. • The only sizeable negative comments related (once again) to Continuity of Care. • The new CWMC FFT format (which includes ratings for the major aspects) has been well received by patients and provides a simple way to get more quantitative data on the key performance indicators. 	PW/ST	End Jan
<p>ST has shared the details of the latest Meet & Greet exercise with Alison Lee, Chief Executive of West Cheshire Clinical Commissioning Group (CCG) following conversations at a recent PPG Chairs CCG meeting. Alison and ST have since held an hour-long meeting to analyse the learning points for the wider CCG PPG community. The next step is that Alison will join ST at CWMC for a Meet & Greet session in Jan.</p>	ST	End Jan
<p>DJ commented that the latest CWMC FFT format included a rating question on the Boots Pharmacy located at the main surgery. ST explained that this was included as it was part of the overall patient offering at the surgery but agreed to discuss this with the in-house pharmacist to ensure they were aware and could benefit from any feedback gained.</p>	ST	23 Dec
<p>There was some discussion on the disparity between the in-house collected FFT feedback and that displayed on NHS Choices. ST explained that he had discussed this with Alison Lee and would be developing a potential strategy. He felt that it would be better to work at this problem at the CCG level than on an individual surgery basis.</p>	ST	end Jan
<p>Meet & Greet Exercise It was agreed that the next exercise would be held in Jan. By this time it is hoped that the interactive touchscreen will be available for PPG members to demonstrate the new CWMC website to patients in the surgery. PPG members will be canvassed to ascertain their availability for the M&G exercise.</p>	ST	16 Dec
<p>BE made a few observations from his M&G experiences: there need to be sufficient pens available at the front desk at all times (this has not usually been the case); the surgery sees many elderly patients who are not familiar or comfortable with technology and often feel disadvantaged (relying on relatives and friends to support them); there seem to be a number of Saughall patients who are coming down to the main CWMC site (it was explained that this is because the main site has more facilities and personnel).</p>		
<p>HC commented that it would be useful to include Saughall in future exercises. Saughall was quite a different environment and may provide quite different feedback. It was agreed that ST would work with HC on this.</p>	ST/HC	End Dec

LM commented that after each M&G session she was sending a brief summary of her observations to ST. It was agreed that this was a good practice and all PPG members are encouraged to follow this approach.	All	On-going
Continuity of Care As shown above (under FFT), this is now the number one issue for patients. After some discussion it was agreed that a meeting should be set up involving all stakeholders (patients, GPs, practice staff) to consider what can be done to improve the current situation.	ST/AS	16 Dec
Patient leaflets Dina Buckley provided paper copies of the updated "Out of Hours Patient Services" leaflet. She also provided paper copies of the initial version of the "Patient Services" leaflet. Dina agreed to send an electronic copy to ST for distribution to all PPG members.	DB/ST	2 Dec
It was agreed that PPG members should provide provided feedback to DB via ST who would then summarise and share with DB.	All/ST	9 Dec
It was agreed that PW should replace the information on the Out of Hours Patient Services tab on the website with the information in the new "Out of Hours Patient Services" leaflet.	PW	16 Dec
DJ commented that he would like to see eConsult included in one or both these leaflets.		
DB commented that there was an overall CWMC booklet, which had been developed. It was agreed that all should review this booklet and provide feedback via ST.	All/ST	End Dec
Report-back of Test results So far there has been no meeting to discuss how these might be handled better. BE and LM expressed an interest in being involved in such a meeting. It was agreed that a meeting with relevant parties to discuss further should be set up in the near future.	AS/ST	16 Dec
AOB <ul style="list-style-type: none"> Sexual Health appointments now on website Reasons for prescription request rejection now being made clear Self care option: AS to provide a note to be put on website Surgery to send out Group Texts to all PPG members to remind them of Meeting Dates and Times (this had not been actioned so far) 	AS AS	16 Dec On-going
3.PPG Governance		
NAPP membership ST believes the CWMC membership to NAPP may have lapsed as he has not received any monthly updates recently. HC agreed to check the status of our membership and, if necessary, make arrangements to renew.	HC	9 Dec
4. Patient member feedback on experiences, issues & ideas since last meeting		
Nothing to report		
5. Special Items		
<ul style="list-style-type: none"> DJ reported that it was clear the CWMC PPG was making a significant difference to the Surgery. 		

<ul style="list-style-type: none"> PPG members had difficulty in accessing the embedded document (recent PPG minutes) in the Agenda. It was agreed that ST should send a separate document in future. 	ST	On-going
6. AOB		
LM expressed her appreciation of the efforts that ST was putting into his role as chair of the PPG.		
7. Next Meetings (all at @ 12:00 – 13:30) 2 Mar 2017, 1 Jun, 7 Sept, 14 Dec		