

City Walls Medical Centre: PPG - Minutes

7 Sept 2017

1. Attendees

CWMC practice staff

Kathy Capper-Moore	Nurse Partner
Dan Jones	GP Partner
Adie Salter	Practice Manager
Sarah Roberts	Office Manager
Pete Williams	IT Manager

Patient representatives

Brian Everett	
Anne Lingard	
Pat Lott	
Val Outram	
Roy Stewart	Secretary
Connie Telford	
Steve Telford	Chair

Notes	Action Owner	Action By Date
1. Apologies and Absences		
Apologies were received from: Ian Crossan, Lea McGee, Josie Sterne, Dorothy Wallis		
Resignations: Margaret Brinkley, Irene Earl, John Walker		
2. Minutes of previous meeting (1 June 2017) – follow-up		
<p>Appointment System: There was some discussion on the new telephone system. It was agreed that a review of the success of the implementation, and possible improvements, should take place and advise PPG accordingly.</p> <p>It was also agreed that cancellation of an appointment should be considered as one of the options on the new system if at all possible. AS/PW to confirm the viability of this and advise PPG accordingly.</p> <p>SR reported that the move to 8am for Urgent only appointments and 10am onwards for Routine ones was working very well and had eased the pressure on Reception. AS also reported that there would be 2 new GPs starting in Oct and 1 in Nov.</p> <p>Meet & Greet feedback indicates that many patients are unaware of the recent changes. Several commented that they had experienced a busy signal on calling in to the Surgery – PW explained that there was a finite number of lines (9) reserved for incoming calls and, occasionally, this number would be insufficient. Others complained that the intro message was too long (though PW confirmed this had been shortened recently) and that they experienced a long pause before being connected. It was agreed that PPG members should try to educate patients via Meet & Greet and there should be updates to the website and posters.</p>	<p>AS/PW</p> <p>AS/PW</p> <p>PPG members</p>	<p>End Sept</p> <p>End Sept</p> <p>End Oct</p>

<p>CWMC Website: PW continues to make regular updates to the website. ST again asked all PPG members to review the current set up and provide feedback to him on any areas for improvement, which can then be shared with PW.</p> <p>Interactive touchscreen: This has now been installed in the Surgery. Early indications are that it is a very useful tool for explaining the services and changes at the Surgery. It will be used as part of the future PPG run Meet & Greet sessions. There will also be a sign put up to inform patients why it has been installed and encouraging them to make use of it.</p> <p>PW explained that it was not possible to run a “ticker tape” of patient comments across the screen as a screen saver due to the restriction of a 100 characters maximum.</p> <p>Friends & Family Test (FFT): ST had distributed copies of the latest FFT data (to end Aug). Due to the running of Meet & Greet sessions in August, the number of responses had trebled (to 224) with 82% of patients Extremely Likely or Likely to recommend the Surgery. As on previous occasions, the main sources of patient concerns are the Appointment System and Continuity of Care.</p> <p>There was some follow-up discussion on the disparity between the in-house collected FFT feedback and that displayed on NHS Choices (run by NHS England). AS explained that the NHS Choices data had been updated in July with improved results following the latest national survey so there was less concern from the Surgery on the disparity.</p> <p>Meet & Greet Exercise Another Meet & Greet exercise is now underway. The focus from this point will be on getting more detailed feedback from patients on the reasons for their negative comments, particularly on the Appointment System and Continuity of Care, and educating patients on the recent changes. To support this, updates will be made to the website (which can be demonstrated via the Interactive Touchscreen) and a new PPG noticeboard established.</p> <p>From this point on Meet & Greet will be set up on a rolling basis – ST will request volunteers for future dates.</p> <p>Continuity of Care KC-M reported that the initial trial of the new approach has been well received and agreed to provide an update on the website.</p> <p>BE stated that he has been very comforted by knowing he has been added to the CoC list even though he has not yet had to avail himself of the “service”.</p> <p>Extended Hours West Cheshire CCG has been promoting the Extended Hours service. Appointments can be made via CWMC reception during normal hours or by phoning directly outside Surgery hours. ST has been working with the CCG on the promotion of this service.</p> <p>Test results handling SR reported that text messaging has been extended to all test results. Those patients who have not provided a mobile number will receive a letter or call instead.</p>	<p>PPG members</p> <p>PPG members</p> <p>AS</p> <p>ST/RS</p> <p>ST</p> <p>KC-M</p>	<p>End Oct</p> <p>On-going</p> <p>End Sept</p> <p>Mid-Nov</p> <p>End Sept</p> <p>End Sept</p>
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<p>There were some questions on the overall process so it was agreed that SR would provide an initial write-up, which will then be passed to ST/PPG for comment. This will then be placed on the CWMC website and can be used on the Interactive Touchscreen at future Meet & Greet sessions.</p>	SR	End Sept
<p>Surgery environment Follow-up on a number of patient suggestions on improvements to the environment:</p> <ul style="list-style-type: none"> Automatic doors at the main entrance: KC-M reported that funding had been approved and these will be installed in Nov. Armrests on chairs to support less able patients: KC-M reported that a number of suitable chairs was being ordered. e-Consult: current statistics showed that between 20-30 patients per month were making use of this service. As the Surgery does not yet have capacity for a sudden increase in its usage, the option will not be actively promoted though it can be explained at Meet & Greet sessions if appropriate Check-in screen: it has been noted that there are often problems with the screen not appearing to respond in a timely manner. The screen has been changed by the supplier (Wiggly Amps) but there is no obvious improvement. PW will monitor the situation. Car park exit: a number of patients are experiencing difficulty with the coin slot because of the awkward angle of the exit. The surgery is getting quotes for an improved set up but in the meantime temporary bollards have been used to cone off some parking places to improve the approach. Patient wifi: DJ reported that this would be introduced in the not too distant future as part of an overall NHS roll-out. 	KC-M KC-M PPG Members PW AS	End Nov End Sept On-going On-going On-going
3.PPG Governance		
<p>NAPP membership PPG members should check out the NAPP website for useful ideas and information.</p>	PPG Members	On-going
4. Patient member feedback on experiences, issues & ideas since last meeting		
<p>RS reported that during his recent Meet & Greet sessions he had been made aware that patients were ignorant of the PPG and its efforts to support improvements to CWMC. It was agreed that he would work with SR to develop some PPG awareness material which could be placed on a PPG noticeboard at both surgeries</p>	RS/SR	mid-Oct
5. Special Items		
<p>Creation of a Virtual PPG: RS stated that he would like to extend the patient reach and so proposed the introduction of a Virtual PPG for which he would take initial responsibility.</p>	RS	mid Nov
6. AOB		
<p>DJ reported that he was leaving the Practice after a number of years to pursue other career options. He thanked the PPG for all its efforts over the last few years and complimented it on the improvements introduced as a result of its feedback.</p> <p>PPG members in turn thanked DJ for his help and support over the past few years and wished him every success in his new ventures.</p>		
<p>7. Next Meetings (all at @ 12:00 – 13:30) 2017: 30 Nov 2018 (proposed): 8 Mar, 7 Jun, 6 Sept, 29 Nov</p>		