

City Walls Medical Centre: PPG - Minutes

30 Nov 2017

1. Attendees

CWMC practice staff

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

Patient representatives

Brian Everett	
Pat Lott	
Idris Roberts	New member
Roy Stewart	
Connie Telford	
Steve Telford	Chair
Dorothy Wallis	

Notes	Action Owner	Action By Date
1. Apologies and Absences		
Apologies were received from: Beryl Evans, Anne Lingard, Lea McGee, Val Outram		
2. Minutes of previous meeting (1 June 2017) – follow-up		
<p>Appointment System:</p> <p>The cancellation of an appointment (option 0) has now been implemented on the new telephone system. There are plans to also include (in Jan) the option to cancel an appointment in response to a text message which reminds patients of upcoming appointments.</p> <p>AS reported that 2 new GPs had now started at the practice: Dr. Simon Greaves and Dr. Louise Markey. All GP sessions are now being covered.</p>	PW	End Jan 18
<p>CWMC Website:</p> <p>PW is constantly updating the website. If PPG members have any ideas on improvements these should be passed to PW/ST.</p>	PPG	On-going
<p>Interactive touchscreen:</p> <p>Our new screen has attracted the attention of other PPGs. Members of Boughton Health Centre PPG visited the CWMC surgery on 23 Nov to see it in operation. They were particularly impressed by the capacity to demonstrate on-line access (Patient Access).</p>		
<p>Friends & Family Test (FFT):</p> <p>ST had distributed copies of the latest FFT data (to end Oct). The feedback showed that 92% of patients were Extremely Likely or Likely to recommend the Surgery. As on previous occasions, the main sources of patient concerns remain the Appointment System and Continuity of Care.</p>		

<p>After some discussion it was agreed that it would be useful to add in a couple of contacts (one Surgery, one PPG) at the end of the form so that patients had the opportunity to talk further about their concerns or ideas. ST agreed to make the proposed change.</p> <p>Meet & Greet Exercise Further Meet & Greet exercises took place in Oct. The focus from now has moved to getting more detailed feedback from patients on the reasons for any negative comments, particularly on the Appointment System and Continuity of Care, and educating patients on the recent changes.</p>	ST	8 Dec
<p>The next Meet & Greet exercise will begin in Jan 18. ST will request volunteers for this exercise</p> <p>Continuity of Care KC-M presented the CWMC process to the West Cheshire CCG PPG Chairs meeting on 14 Nov. The presentation was well received and stimulated a lively discussion amongst the PPG Chairs. At present CWMC is the only surgery with such a process in place.</p> <p>There are now >50 CWMC patients currently set up with CoC arrangements and feedback from patients and staff remains very positive.</p>	ST	5 Jan 18
<p>Test results handling SR reported that text messaging has been extended to include all test results. Those patients who have not provided a mobile number will receive a letter or call instead. If action is required but patients do not respond to a couple of texts then the surgery will send them a letter. The changes have had a massive impact in reducing the number of telephone calls in the afternoons.</p> <p>SR has provided a write-up on the changes. This is being placed on the CWMC website (by PW) and can be demonstrated on the Interactive Touchscreen at future Meet & Greet sessions.</p>	PW	8 Dec
<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 have been installed at the Saughall surgery (with several favourable comments) and there are plans to implement at the City Walls site in the near future. • Chairs with armrests to support less able patients have been installed at both surgeries. Again there have been several favourable comments received. • e-Consult: the Surgery would like to promote its usage for minor illnesses which may not require a GP appointment. ST agreed to look at how this could be promoted at future Meet & Greet sessions. • Check-in screen: a number of patients were experiencing problems and PW has written a strong note to the supplier (Wiggly Amps) requesting a replacement. Post meeting note: PW has receive confirmation from Wiggly Amps that the screen will be replaced. • Car park exit: a number of patients have experienced 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: PW reported that this should be introduced in the not too distant future as part of an overall NHS roll-out. 	ST	End Jan 18
	AS/KCM	End Jan 18
	PW	End Jan 18

3.PPG Governance		
NAPP membership PPG members should check out the NAPP website for useful ideas and information. A link will be put on the CWMC website under the PPG heading on the right hand menu	PW	Mid Dec
4. Patient member feedback on experiences, issues & ideas since last meeting		
PL reported that she attended the CCG AGM and noted that a number of surgeries had been given awards based upon the results of the National GP Survey. AS/ST explained that the National GP Survey had very limited value as it was based on responses received from a small sampling of random patients some of whom may not have visited the surgery for a number of years. ST also stated that this had become a topic of conversation for PPG chairs as several surgeries felt the results did not reflect their current patients' experiences and that the survey tended to favour the small village surgeries which were an integral part of their local community.		
5. Special Items		
PPG Noticeboard Following the last PPG meeting, RS has been working with SR on the creation of PPG noticeboard area. RS/SR have produced a number of leaflets for display (copies of which were handed out and will be sent to PPG members for comment) and have asked the local nursery group to produce a banner. There will be a photo of the nursery group (plus RS/SR) taken on 5 Dec for posting on the CWMC website and Facebook page.	PPG members	mid Dec
Virtual PPG Again, following the last PPG meeting, RS has been working on the creation of a Virtual PPG. RS provided details of how this group might work and produced literature to explain the concept, which has now been forwarded to all members for comment. RS will take initial responsibility for its further development.	PPG members	mid Dec
Deafness issues AS outlined a new process for hard of hearing patients to contact the Surgery. If unable to use Patient Access and having problems with the telephone system, such patients will have a special alert put on their patient record and will be given an email address to request an appointment. This process should be posted on the CWMC website (action PW) and PPG members should let patients know about it at future Meet & Greet sessions.	PW	mid Dec
PPG Maturity Model ST had developed this model for discussion with PPG members and other PPG Chairs. All present agreed that CWMC was working at Level 4 and had plans underway to move to Level 5.		
GP Behind Closed Doors AS advised the PPG that Channel 5 had approached CWMC about taking part in a future series of the programme. The partners and staff were supportive of the idea (as was the PPG) so discussions will continue.		
St Martin's Clinic Discussions are on-going with NHS England on the feasibility of leasing the building.		
6. Next Meetings (all at @ 12:00 – 13:30) 2018: 15 Mar, 7 Jun, 6 Sept, 29 Nov		