

City Walls Medical Centre: PPG - Minutes

15 Mar 2018

1. Attendees

CWMC practice staff

Kathy Capper-Moore	Nurse Partner
Adie Salter	Practice Manager
Sarah Roberts	Office Manager
Lisa Nield	IT matters (covering for Pete Williams)

Patient representatives

Eric Golding	New member
Idris Roberts	
Roy Stewart	
Connie Telford	
Steve Telford	Chair
Dorothy Wallis	

Notes	Action Owner	Action By Date
1. Apologies and Absences		
Apologies were received from: Brian Everett, Anne Lingard, Pat Lott, Lea McGee, Val Outram, Pete Williams		
2. Minutes of previous meeting (30 Nov 2017) – follow-up		
<p>Appointment System: The cancellation of an appointment (option 0) has now been implemented on the new telephone system. There are plans to also include the option to cancel an appointment in response to a text message which reminds patients of upcoming appointments. There are also plans to introduce an App with an option to cancel.</p> <p>DNAs: there was some discussion and it was agreed it would be worthwhile to look more closely into the statistics as to the reasons for this situation. AS agreed to work with PW on this and involve ST if appropriate and report back at the next meeting.</p> <p>KC-M/AS are attending a webinar on APEX, a system for the optimisation of appointment scheduling.</p> <p>CWMC Website: PW is constantly updating the website. The following improvements have been identified:</p> <ul style="list-style-type: none"> • Add in a section on the PPG page re the Virtual PPG initiative • Under Patient Feedback, on a monthly basis put in the latest FFT analysis data (% recommending the surgery, patient comments) • Under Feedback – Get Involved: Put in a 2nd paragraph which references the CWMC PPG. ST will provide words to be inserted • Add visible counters to some, if not all, of the web pages so it is clear as to the amount of traffic 	<p>PW</p> <p>PW</p> <p>AS/PW</p> <p>RS/PW</p> <p>PW</p> <p>ST/PW</p> <p>PW</p>	<p>End Apr</p> <p>End May</p> <p>End May</p> <p>End Apr</p> <p>Monthly</p> <p>End Mar</p> <p>mid Apr</p>

<p>If PPG members have any further ideas on improvements these should be passed to PW/ST.</p>	PPG	On-going
<p>Interactive touchscreen: This has received good feedback from patients and staff.</p>		
<p>Friends & Family Test (FFT): ST had distributed copies of the latest FFT data (to end Feb). The feedback showed that 91% of patients were Extremely Likely or Likely to recommend the Surgery. This information should now be added to the website (see earlier action).</p>	PW	Monthly
<p>Meet & Greet Exercise A further Meet & Greet exercise took place in Jan and the next Meet & Greet exercise will begin in June. ST will request volunteers for this exercise. It was agreed that the June exercise will focus on raising awareness amongst patients of the vPPG, eConsult and the new Care Hub initiative.</p>	ST	May
<p>Continuity of Care There are now 58 CWMC patients currently set up with CoC arrangements and feedback from patients and staff remains very positive.</p>		
<p>Test results handling SR reported that the new text message process is working well and has significantly reduced the calls received by the Reception team on this subject. IR commented favourably on this initiative.</p>		
<p>The Surgery team have requested an update to the system to allow them to include a "call after 2pm" message but this may take some time to get implemented.</p>		
<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 now also been installed at the City Walls site surgery. Patient feedback has generally been very positive but it was agreed that there are some issues with the opening of the inner door. A few suggestions were discussed and AS agreed to investigate an improved solution. 	AS	End Apr
<ul style="list-style-type: none"> Chairs with armrests to support less able patients have been installed at both surgeries. Again there have been several favourable comments received. 		
<ul style="list-style-type: none"> eConsult: the Surgery would like to promote its usage for minor illnesses which may not require a GP appointment. ST agreed to develop a patient view write-up for use at future Meet & Greet sessions. 	ST	End Apr
<ul style="list-style-type: none"> Car park exit: the Surgery team has made a few minor improvements and is looking at the overall set up. A further update will be provided in the next month or so. 	AS	End Apr
<ul style="list-style-type: none"> Patient Wi-Fi: LN reported that implementation was awaiting an action from the CCG CSU team. However, RS reported that he seemed able to logon to NHS Guest and wondered if the system had already been implemented. LN agreed to investigate further. ST agreed to check with his CCG contacts on the latest status. 	LN/PW ST	End Mar End Mar
<p>3.PPG Governance</p>		
<p>NAPP membership A link to the NAPP website has been put on the CWMC website under the PPG heading on the right hand menu</p>		

4. Patient member feedback on experiences, issues & ideas since last meeting		
<p>VO raised the subject of blood pressure monitors, following feedback from patients. KC-M confirmed that the Surgery had 2 24-hour monitors (each costing £2,000), though only one was functional at the moment as the other had been dropped on the floor by a patient, as well as a large number of standard home monitors which were available for a £10 deposit.</p> <p>VO also raised the subject of chair positions in the Surgery, some of which are thought to be too close. AS/SR responded that the cleaners sometimes repositioned the chairs and the Surgery team would make daily checks to see that appropriate spacing was in place.</p> <p>AL raised the idea of advertising the Save the NHS petition. KC-M/AS responded that although supportive on an individual basis it would not be possible for CWMC to agree to any promotion within the Surgery environment.</p>		
5. Special Items		
<p>PPG Noticeboard Thanks to the work of RS/SR the PPG noticeboard area is now in place. Feedback to date has been positive.</p> <p>Virtual PPG Work on this is on-going. To date there have been only one request to join the team but it will be one of the subjects of the Meet & Greet campaign in June. RS/SR will arrange for further information to be added to the website.</p> <p>Deafness issues At the last meeting AS had 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. SR will document this process and arrange for it to be posted on the CWMC website and PPG members should let patients know about it at future Meet & Greet sessions.</p> <p>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 some staff were supportive of the idea (as was the PPG and Channel 5) but the Channel 5 survey results indicated that some staff were not keen at the moment and so no further action will be taken at present.</p> <p>St Martin's Clinic Discussions are on-going with NHS England on the feasibility of leasing the building.</p> <p>CCTV AS reported that a CCTV system would be installed at the CWMC site over the coming weeks.</p>	<p>RS</p> <p>SR/PW</p>	<p>End Mar</p> <p>End Mar</p>
6. Next Meetings (all at @ 12:00 – 13:30) 2018: 21 Jun, 6 Sept, 29 Nov		