

City Walls Medical Centre: PPG - Minutes

21 June 2018

1. Attendees

CWMC practice staff

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

Patient representatives

Brian Everett	
Val Outram	
Roy Stewart	
Connie Telford	
Steve Telford	Chair
Dorothy Wallis	

Notes	Action Owner	Action By Date
1. Apologies and Absences		
Apologies were received from: Eric Golding, Anne Lingard, Pat Lott, Lea McGee, Idris Roberts, Josie Sterne, Pete Williams		
2. Minutes of previous meeting (30 Nov 2017) – follow-up		
<p>Appointment System: It is now possible to cancel an appointment in response to a text message which reminds patients of upcoming appointments. Some cancellations have been received by this route.</p> <p>DNAs: there has been a meeting with the practice team to look more closely into the statistics as to the reasons for this situation. Some follow-up is now required.</p> <p>KC-M/AS have attended a webinar on APEX, a system for the optimisation of appointment scheduling. They are still evaluating the system. ST commented that from Meet & Greet feedback it is clear that there needs to be more Routine appointments and that we should consider moving the ratio from the current ration: 80% (urgent), 20% (non-urgent). AS/KC-M to consider.</p> <p>It was noted that Nurse appointments could not be put on-line due to the different mix of skills and qualifications that the various clinicians had.</p> <p>CWMC Website: PW is constantly updating the website. As PW was absent on leave, LN was asked to request PW for an update on the latest changes.</p> <p>If PPG members have any further ideas on improvements these should be passed to PW/ST.</p>	<p>AS</p> <p>AS/KCM</p> <p>LN/PW</p> <p>All</p>	<p>End July</p> <p>End Aug</p> <p>Early July</p> <p>On-going</p>

<p>Friends & Family Test (FFT): ST had distributed copies of the latest FFT data (to end May). The feedback showed that 88% of patients were Extremely Likely or Likely to recommend the Surgery. This information should now be added to the website on a monthly basis.</p> <p>Meet & Greet Exercise A further Meet & Greet exercise is taking place this month. The results for June will be analysed and distributed by mid-July</p> <p>Continuity of Care The numbers of CWMC patients currently set up with CoC arrangements continues to rise (to around 75) and feedback from patients and staff remains very positive.</p> <p>BE stated that this CWMC unique process was something that was well worth sharing with other organisations. He requested that ST/KC-M put together some appropriate publicity material.</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. AS confirmed that the cost to change the inner door to be sliding would be prohibitive but the inner door closure has been slowed down and this has been welcomed by patients. • e-Consult: after some discussion it was agreed that this initiative was a mixed success and not that important to the practice. • 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. • Patient wifi: This has been successfully installed. PW was requested to provide some statistics on its usage. 	<p>PW</p> <p>ST</p> <p>ST/KCM</p> <p>AS</p> <p>PW</p>	<p>Monthly</p> <p>Mid July</p> <p>End July</p> <p>End July</p> <p>End July</p>
<p>3.PPG Governance</p>		
<p>Nothing to report</p>		
<p>4. Patient member feedback on experiences, issues & ideas since last meeting</p>		
<p>There was some discussion on issues noted during the Meet & Greet exercise whereby some patients were waiting a considerable time for their appointment and others were not aware of which room their appointment would take place. It was agreed that we should reconsider the installation of an electronic board (similar to that in other local surgeries) which would show details of the appointment situation. ST agreed to supply details.</p> <p>In the meantime, it was agreed that the check-in screen could be adjusted so that there was more time for patients to read the instructions as to which clinician would be seen at which room.</p> <p>There was some discussion on whether the current ratio of urgent and non-urgent appointments (80%/20%) was correct. It was agreed that the Surgery team would monitor the situation to see if more non-urgent appointments could be made available.</p> <p>It was confirmed that Nurse appointments could not be made available for on-line booking because of the mix of skills for each nurse practitioner.</p>	<p>ST</p> <p>AS/PW</p> <p>AS</p>	<p>End July</p> <p>End July</p> <p>On-going</p>

5. Special Items		
<p>Virtual PPG Work on this is still on-going. RS handed out the latest versions of the leaflets that have been prepared. He had planned to organise a push on membership but this has had to be postponed due to personal reasons. However, efforts will be resumed over the next few months.</p> <p>Deafness issues Patients will now have a special alert put on their patient record and will be given an email address to request an appointment. SR has documented the process and arranged for it to be posted on the CWMC website.</p> <p>Appointment delays At the current Meet & Greet sessions, several patients have complained about waiting times for appointments and the problem of knowing how long they will be delayed. ST referred to several surgeries that had electronic display boards which provided information about clinicians, rooms, wait times etc. It was agreed that this might be a good idea for CWMC and ST agreed to find out more information.</p> <p>CCTV AS reported that a CCTV system would be installed at the CWMC site over the coming weeks.</p> <p>Sarah Roberts It was noted, with sadness, that this was the last meeting that Sarah would be attending. All PPG members expressed their gratitude for the work that Sarah had undertaken and wished her a long and happy retirement.</p>	<p>RS</p> <p>ST</p>	<p>End Sept</p> <p>Action Complete</p> <p>End July</p>
<p>6. Next Meetings (all at @ 12:00 – 13:30) 2018: 6 Sept, 29 Nov</p>		