

# City Walls Medical Centre: PPG - Minutes

## 6 Sept 2018

### 1. Attendees

#### *CWMC practice staff*

Kathy Capper-Moore	Nurse Partner
Adie Salter	Practice Manager
Cathy Simpson	Office Manager
Pete Williams	IT Manager

#### *Patient representatives*

Beryl Evans	
Brian Everett	
Eric Golding	
Anne Lingard	
Roy Stewart	
Connie Telford	
Steve Telford	Chair

Notes	Action Owner	Action By Date
<b>1. Apologies and Absences</b>		
<p>Apologies were received from: Sue Atkinson, Pat Lott, Lea McGee, Val Outram, Josie Sterne, Dorothy Wallis</p> <p>There was a warm welcome to Cathy Simpson, who has replaced Sarah Roberts as CWMC Office Manager.</p>		
<b>2. Minutes of previous meeting (21 June 2018) – follow-up</b>		
<p><b>DNAs:</b> It was agreed that the CWMC figures were in line with the national average but there was some discussion on what could be done to reduce the figures. It was suggested that patients could be contacted by phone (rather than mail) after 2 DNAs as this might elicit more dialogue as to the reasons. <b>AS agreed to consider.</b></p> <p><b>Appointment System:</b> There was some discussion on the need for more non-urgent appointments. There was some confusion about the current ratio: 80% (urgent), 20% (non-urgent) or the other way round. <b>AS/KC-M to confirm.</b></p> <p><b>CS is looking into possible appointment system changes, particularly around telephone calling.</b> It is expected that changes to the telephone system will allow statistics to be produced and for the system to offer call back if the lines are busy or provide clear feedback as to where a caller is in the queue.</p> <p><b>PPG members were asked to let the surgery know</b> if they did not receive queue position feedback when calling in.</p> <p>AS explained that over the last month or so a few of the planned clinician sessions had not been available due to sickness absence and the difficulty of getting cover. Locums, for example had to be booked 6 months in advance.</p> <p><b>CWMC Website:</b> PW has arranged for the monthly FFT comments to be incorporated into the website and will arrange for the minutes of each PPG meeting to be loaded within 2 weeks of them being issued.</p> <p><b>If PPG members have any further ideas</b> on improvements these should be passed</p>	<p>AS</p> <p>AS/KCM</p> <p>CS/PW</p> <p>PPG</p> <p>PW</p>	<p>End Sept</p> <p>End Sept</p> <p>End Sept</p> <p>On-going</p> <p>On-going</p>

<p>to PW/ST.</p> <p><b>Friends &amp; Family Test (FFT):</b> ST had distributed copies of the latest FFT data (to end Aug). The feedback showed that 86% of patients were Extremely Likely or Likely to recommend the Surgery. Positive comments or useful suggestions are included on the report for posting onto the CWMC website.</p> <p><b>Meet &amp; Greet Exercise</b> No further Meet &amp; Greet exercises have yet been planned though it was noted that PPG members could run a Meet &amp; Greet session at any time. <b>EG stated that he would undertake some sessions from time to time.</b></p> <p><b>Continuity of Care</b> The numbers of CWMC patients currently set up with CoC arrangements continues to rise (to around 78) and feedback from patients and staff remains very positive.</p> <p>As requested at the last meeting, ST has put together a write-up (with support from KCM and BrE) and this can be shared with any outside organisation as required.</p> <p>BrE stated that this CWMC unique process was something that was well worth sharing with other organisations. As a starter, <b>KCM intended to get it published in the CWaC bulletin.</b></p> <p><b>Surgery environment</b> Follow-up on a number of patient suggestions on improvements to the environment:</p> <ul style="list-style-type: none"> <li>• Car park exit: the Surgery team is still looking at the overall set up. <b>A further update will be provided by the next meeting.</b></li> <li>• ST was looking into a suitable electronic board, which would advise patients of the current locations and waiting times of clinicians. At the PPG Chairs' last meeting it was suggested that Garden Lane health centre had a suitable example but it transpired that this was not linked to EMIS. <b>Further investigations are underway.</b></li> <li>• Check-in screen: the response times have been adjusted so that patients have more time to note the location of their appointment. <b>It will also now be changed to include information on waiting time if the clinician is running more than 20 minutes late.</b></li> <li>• Noticeboards: there were a number of comments on the number of notices and that this could mean that the impact of important or urgent notices was reduced. <b>It was agreed to trial a main noticeboard with just one or two items at any one time.</b></li> <li>• BE suggested it would be a good idea if calls from the Surgery displayed as "Doctor" or "City Walls Medical Centre" rather than "No caller id". <b>PW/AS will investigate.</b></li> </ul>	<p>PPG</p> <p>EG</p> <p>KCM</p> <p>AS</p> <p>ST</p> <p>PW</p> <p>AS</p> <p>AS/PW</p>	<p>On-going</p> <p>On-going</p> <p>End Sept</p> <p>End Nov</p> <p>End Oct</p> <p>End Oct</p> <p>End Oct</p> <p>End Sept</p>
<p><b>3.PPG Governance</b></p>		
<p>Nothing to report</p>		
<p><b>4. Patient member feedback on experiences, issues &amp; ideas since last meeting</b></p>		
<p>Nothing to report</p>		
<p><b>5. Special Items</b></p>		
<p><b>Virtual PPG</b> Work on the set-up is still on-going due to ill-health and other activities. There are currently 3 people identified to join, with 1 signed up.</p>	<p>RS</p>	<p>End Nov</p>
<p><b>6. Next Meetings (all at @ 12:00 – 13:30)</b> 2018: 29 Nov</p>		