

City Walls Medical Centre: PPG - Minutes

29 Nov 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

Sue Atkinson	
Pat Lott	
Lea McGee	
Val Oultram	
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		
2. Minutes of previous meeting (6 Sept 18) – follow-up		
<p>DNAs: It was suggested at the last meeting that patients could be contacted by phone (rather than mail) after 2 DNAs as this might elicit more dialogue as to the reasons. AS/CS had tried this approach with little success so it was agreed that the current process (a letter for the 2nd occurrence) would be continued.</p> <p>Appointment System: CS has begun to log the number of calls to collect data on the number of requests for appointments on each weekday. Early results indicate that numbers are higher at the beginning of the week as follows: Mondays (average around 19.5), Tuesdays (13.75), Wednesdays (12), Thursdays (11), Fridays (8.5). Further logging will take place and then decisions made on the potential for opening up further routine appointments based on the figures.</p> <p>It was noted that around 25% of routine appointments are made via the on-line system (Patient Access). The Surgery would like to increase the percentage of patients using the on-line system and will consider a publicity campaign along with a Meet & Greet exercise in the new year.</p> <p>AS/KC-M confirmed that there had been a full complement of clinician sessions over the past few months with only one partner being on maternity leave (but with cover being provided).</p>	<p>AS/CS</p> <p>CS</p> <p>CS/ST</p>	<p>Complete</p> <p>On-going</p> <p>Jan 19</p>

<p>CWMC Website: 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>	PW	On-going
<p>If PPG members have any further ideas on improvements these should be passed to PW/ST.</p>	PPG	On-going
<p>Friends & Family Test (FFT): Post meeting, ST has distributed copies of the latest FFT data (for Nov). The feedback showed that 90% 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>Meet & Greet Exercise The next Meet & Greet exercises will be planned for the new year to assist with the Surgery initiative to increase on-line access / usage.</p>		
<p>Continuity of Care The numbers of CWMC patients currently set up with CoC arrangements continues to rise (to 111) and feedback from patients and staff remains very positive. PW was asked to update the figures on the CWMC website. KCM has published details of this initiative in the CWaC bulletin but there has been no feedback from other Surgeries so far.</p>	PW	Complete
<p>Surgery environment Follow-up on a number of patient suggestions on improvements to the environment:</p>		
<ul style="list-style-type: none"> • Car park exit: the current set-up has improved the situation and there can be no major structural changes until the situation with the building next door is resolved. 	AS	Complete
<ul style="list-style-type: none"> • ST was looking into a suitable electronic board, which would advise patients of the current locations and waiting times of clinicians. Following further investigation no suitable solution has been found. 	ST	Complete
<ul style="list-style-type: none"> • Check-in screen: this has been changed to include information on the room number and the waiting time if the clinician is running more than 20 minutes late. 	PW	Complete
<ul style="list-style-type: none"> • 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. It was agreed to trial a main noticeboard with just one or two items at any one time. 	RS	Complete
<ul style="list-style-type: none"> • BE had 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". Following investigation, it is now possible to show the CWMC telephone number. 	PW	Complete
<p>3.PPG Governance</p>		
<p>RS suggested it was now time to review the Terms of Reference that were agreed 3 years ago. ST agreed to issue the document with the Minutes and requested PPG members provide feedback as appropriate before the next meeting in March.</p>	ST	Early Dec
	PPG	End Feb
<p>4. Patient member feedback on experiences, issues & ideas since last meeting</p>		
<p>One member reported that the lighting in the car park seemed inadequate at this time of the year and could cause problems. AS/CS to investigate.</p>	AS/CS	Mid Dec
<p>One member reported that the TV screen upstairs was not easily viewable from a number of the waiting room seats. AS/CS to investigate.</p>	AS/CS	End Jan

<p>RS commented that he was very impressed by the service offered by his local pharmacy (for example, in helping with the transfer of medication from the hospital to the surgery environment). AS commented that pharmacies were a very useful component of the general medical landscape.</p> <p>VO commented that she had pressed option 8 on the telephone system and had no feedback thereafter. SA reported a similar problem whereby having been told which position she was in the queue there was no music to indicate that her place was still being held. PW will investigate.</p> <p>A couple of PPG members commented that there had been no response from the Surgery last Tuesday (27 Nov) in the afternoon despite many attempts to get through. CS explained that there had been an error with the automatic system which should have put out a message that the Surgery team were unavailable due to it being a training afternoon. CS has put in place a fail-safe plan to ensure this does not occur in future.</p>	<p>PW</p>	<p>Complete</p>
<p>5. Special Items</p>		
<p>Virtual PPG 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. RS would like to add the names of those PPG members who do not attend the meetings into the vPPG.</p> <p>Text messages Appointment reminders (by text) have been changed to include the location of the appointment (City Walls or Saughall).</p> <p>Patient numbers AS reported that the numbers had decreased to around 16,000 patients. As with other local surgeries, the reason seems to be that students are not registering with a surgery until they experience a health issue.</p> <p>Telephone queuing PW confirmed that the Surgery had experienced problems when trying to open up more telephone lines to accommodate patients being held in a queue and informed as to their position in that queue. It seems this is a known problem with “cloud queuing” so the feature has been turned off until a fix is implemented.</p>	<p>RS</p> <p>PW</p>	<p>End Dec</p> <p>Complete</p>
<p>6. Next Meetings (all at @ 12:00 – 13:30) 2019: 14 Mar, 13 June, 12 Sept, 28 Nov</p>		