

City Walls Medical Centre: PPG - Minutes

21 Mar 2019

1. Attendees

CWMC practice staff

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| Kathy Capper-Moore | Nurse Partner |
| Adie Salter | Practice Manager |
| Pete Williams | IT Manager |

Patient representatives

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| Mike Johnson | |
| Val Oultram | |
| Roy Stewart | |
| Connie Telford | |
| Steve Telford | Chair |

| Notes | Action Owner | Action By Date |
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| 1. Apologies, Absences, New Members, Resignations | | |
| <p>Apologies were received from: Sue Atkinson, Beryl Evans, Eric Golding, Anne Lingard, Lea McGee, Pat Lott, Idris Roberts, Dorothy Wallis</p> <p>New Member: Mike Johnson (representing Saughall residents)</p> <p>Resignation was received from Roy Stewart post meeting</p> | | |
| 2. Minutes of previous meeting (29 Nov 18) – follow-up | | |
| <p>Appointment System: CS has collected a lot of data over the last few months and is still in the process of analysing the results before any conclusions are reached. It is recognised that there are sufficient Urgent appointments but insufficient Routine ones. The Surgery team are looking at the use of alternative resources (e.g. clinical pharmacist, Medications team, Community Psychiatric Nurse, Extended Hours clinics) to provide additional appointment slots. There will be an update at the next meeting if not beforehand.</p> <p>AS/KC-M confirmed that there was a shortfall of 5 clinician sessions over the past few months. Good news was that 2 salaried GPs had now taken on partner roles.</p> <p>MJ reported that on at least one occasion there had been no doctor available at the Saughall branch. AS confirmed that this was due to illness.</p> | CS | 6 June |
| <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. However, the planned improvements have not been incorporated due to pressure of other work. It is hoped that the planned changes can be completed prior to the next meeting.</p> | PW | On-going |
| <p>Friends & Family Test (FFT): ST had distributed copies of the latest FFT data (for Feb). The feedback</p> | | |

showed that a record high of 96% 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.

Meet & Greet Exercise

The next Meet & Greet exercises will be planned to assist with the Surgery initiative to increase on-line access / usage.

Continuity of Care

The numbers of CWMC patients currently set up with CoC arrangements continues to rise (to 134) and feedback from patients and staff remains very positive. The team are now looking at the possibility of rolling out the process to the patients on the register with autism or learning difficulties.

Phones

PW stated that there had been no further issues with the phone system following the switch back (with the removal of the cloud option, which meant that patients were no longer provided with their position in the queue but also were not left dangling on the line or cut off abruptly).

MJ, however, reported a problem at the Saughall branch, whereby patients had been receiving an unobtainable number signal rather than an engaged tone. PW confirmed this is in hand but is reliant upon Gamma removing software that had been left on Saughall phones, PW is chasing this to ensure that a solution is forthcoming.

Surgery environment

There were no changes to the environment since the last meeting.

Saughall surgery

Over the last few months the Practice had received some complaints about the Saughall branch. Mike Johnson, as one of the local parish councillors, had collected some resident feedback and AS requested a meeting with the MJ and two other Saughall residents, members of the PPG, ST & RS, also attended at AS request. A meeting was held on 16 January and actions agreed to improve the situation including, updating the notice board with PPG & vPPG information, RS attending a "knit & natter group to raise awareness of the vPPG & PPG, AS to attend a council meeting, if appropriate to meet with Saughall residents, MJ to confirm and arrange, the production (by MJ with assistance from CWMC) of an article in the parish newsletter about CWMC, including the Saughall branch, for Saughall based patients and the inclusion of Mike on the PPG. The Practice team have also devised a "fresh eyes" form, which is available at the Saughall branch, for patients to provide direct feedback. Since the meeting the practice has also promoted one of the reception team to Saughall Supervisor, this will allow her to take ownership of the site and raise the profile. It was agreed that the practice would produce a poster so that it was clear who the Supervisor was.

3.PPG Governance

RS suggested it was now time to review the Terms of Reference that were agreed 3 years ago and these had been issued to PPG members, along with a suggested alternative from RS, for comment.

There had been little feedback from PPG members prior to the meeting apart from a couple of comments to the effect that the alternative was not necessary as the original was more succinct and provided an excellent basis for the workings of the group.

There was some discussion amongst the few PPG members present but as no conclusion could be reached with so few present it was agreed that a

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| decision should be deferred until the next meeting in June. | | |
| 4. Patient member feedback on experiences, issues & ideas since last meeting | | |
| None | | |
| 5. Special Items | | |
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| 6. Next Meetings (all at @ 12:00 – 13:30) 2019: 6 June, 5 Sept, 21 Nov | | |