

<p>Meet & Greet Exercise The next series of Meet & Greet exercises will be planned over the next few months with a focus on making patients aware of the various Carers initiatives. ST to arrange an appropriate schedule.</p> <p>Continuity of Care (CoC) The numbers of CWMC patients currently set up with CoC arrangements continues to rise (to 153). The team have now begun to roll out the process to the patients on the register with mental health issues, autism or learning difficulties.</p>	ST	End Sept
<p>3.PPG Governance</p>		
<p>It was agreed that the current Governance arrangements remained appropriate and would be reviewed regularly on an on-going basis. Any comments should be passed to ST.</p>	PPG members	On-going
<p>4. Patient member feedback on experiences, issues & ideas since last meeting</p>		
<p>BE raised the question of Test Results feedback. It was agreed that Reception staff could provide details of the results if requested but could not provide any level of interpretation. CS/AS to clarify with Reception staff.</p>	CS/AS	End Sept
<p>5. Special Items</p>		
<p>Cheshire West Carers Support (Jolene Weaver) JW provided a lively presentation on the details of the support offering (copy of slides attached). She referred to how the team made use of EMIS data provided by the various surgeries to identify potential carers who could be approached by her team. CWMC has a specific person (Amanda Poulsen) who is the focal point for Carer matters. So far, 147 carers have been identified within the CWMC patient community (18 of them in 2019) though it is believed that many more exist. It was agreed by the attendees that information on this vital support service should be shared with CWMC patients as part of the next Meet & Greet exercise. It was noted that Carers Rights Day occurs at the end of Nov. It was also agreed that a prompt could be included on the surgery Check-in screen to improve the identification of potential carers. Immediately after the meeting, PW arranged for this prompt to be added so we should monitor the numbers being identified as a result of this.</p> <p>Primary Care Network (PCN) CWMC has now been officially combined into a PCN with Lache, Handbridge and Western Avenue (Blacon) surgeries. CWMC had previously been working with these surgeries as a less formal “cluster” arrangement. All PCNs will attract additional funding which will allow the development of additional services and the recruitment of additional staff (e.g. a clinical pharmacist, who will be working at the CWMC surgery on Tues-Fri mornings and, potentially, a Psychological Wellbeing Practitioner).</p> <p>Check-in Screen (Saughall) It is planned to install one this weekend (7-8 Sept).</p> <p>Laptops CWMC has purchased a number of these to support GP/Nursing visits off-site.</p> <p>IT matters PW explained that a Proxy access service was available for patients. This would allow those who were more proficient with Technology to use Patient Access on behalf of a less proficient patient. Naturally, there were checks to ensure that such Proxy access was secure and appropriate.</p>	AS/PW	End Nov

<p>Surgery Environment BE raised the issue of physical access to the large screen on the wall in the Chester surgery. She requested that the special chair below the screen be relocated so that the large screen would be much easier to use.</p> <p>Evening meeting AS is interested in running an evening PPG session to facilitate attendance for those who are unable to participate in daytime meetings. She will investigate the option of an additional session in spring 2020.</p> <p>St Martin's Clinic No further decision has been taken on this facility but it has been the subject of a number of discussions and CWMC has reconfirmed its strong interest in making use of the building. It was agreed that further pressure should be put on the CCG to reach a satisfactory conclusion. Accordingly, AS will provide details of Clare Watson whom ST could lobby on behalf the CWMC patient community.</p> <p>PPG Technology Enlightenment A number of PPG members expressed an interest in becoming more comfortable with IT to support them both in their role on the PPG and for other personal reasons. ST explained that he and CT ran Technology Enlightenment sessions within their local community and would be happy to run a similar event for PPG members.</p> <p>CareHub (Tracey Palmer) TP provided a passionate and detailed overview of the CareHub system, which has grown out of her experience as a Practice Manager in Upton and which she now works on full-time. CareHub is accessible via the CWMC website, under On-line Services, and provides extensive information on the wide range of help and support (Care Providers) that is available for Carers. TP is very keen to build up the information on the local Chester offerings and for PPG members (and others) to see themselves as Care Angels to promote the CareHub system to the local community.</p>	<p>AS/CS</p> <p>AS</p> <p>AS</p> <p>ST</p>	<p>10 Sept</p> <p>6 Sept</p> <p>End Sept</p>
<p>6. Next Meetings (all at @ 12:00 – 13:30) 2019: 21 Nov</p>		