

# City Walls Medical Centre: PPG - Minutes

14 Nov 2019

## 1. Attendees

### *CWMC practice staff*

Adie Salter – Practice Manager

Pete Williams – IT Manager

### *Patient representatives*

Anne Lingard

Roger Bate

Beryl Evans

Brian Everett

Val Oultram

Rosemary Rogers

Connie Telford

Steve Telford – Chair

Dorothy Wallis

Notes	Action Owner	Action By Date
<b>1. Apologies, Absences, New Members, Resignations</b>		
<p><b>Apologies:</b> Kathy Capper-Moore, Lea McGee, Idris Roberts, Catherine Simpson</p> <p><b>New Members:</b> Roger Bate, Rosemary Rogers</p> <p><b>Resignations:</b> None</p>		
<b>2. Minutes of previous meeting (21 Mar 19)</b>		
<p><b>Appointment System:</b> During the recent Meet &amp; Greet campaign it was very clear that the only (but considerable) major issue was the current appointment system arrangements, in particular the availability of routine appointments and the difficulties of getting through on the phone around 10am. At the meeting it was agreed that we needed to have a detailed investigation on this issue and that initially there would be a meeting between the practice staff and the PPG.</p> <p><b>CWMC Website:</b> PW has been unable to free up some time to work on the planned changes due to a large scale data centralisation project. He will advise ST when the work is ready for testing. In the meantime, all PPG members agreed to review the website and let ST have any further suggestions for improvements.</p> <p>ST asked why the eConsult prompt was still on the initial page of the website. AS explained that although the practice was no longer promoting eConsult (as several patients were trying to use it to get an appointment) it was necessary to continue to display an initial prompt for the service in order to meet CCG guidelines and alert patients that are unaware of its existence.</p> <p><b>Friends &amp; Family Test (FFT):</b> Post meeting, ST has distributed copies of the latest FFT data (for Oct). The feedback showed the continuing recent trend for a high approval rating: 89% of patients were Extremely Likely or Likely to recommend the Surgery. However, the feedback also confirmed the continuing issues with the current system for booking Routine appointments (see above). The feedback data is now regularly included on the CWMC website.</p> <p><b>Continuity of Care (CoC)</b> The numbers of CWMC patients currently set up with CoC arrangements continues to rise (to 162).</p>	<p><b>AS/ST</b></p> <p><b>PW</b></p> <p><b>All PPG</b></p> <p><b>PW</b></p>	<p><b>End Nov</b></p> <p><b>Mid Dec</b></p> <p><b>Mid Dec</b></p> <p><b>On-going</b></p>

<p><b>Identification of Carers</b>  AS explained that the initiative to identify Carers within the patient body by asking a question on the check-in screen had been abandoned. This was because almost everyone had identified themselves as a Carer. Accordingly, AS was looking to set up a special week during which Carer Awareness would be promoted and, hopefully, Jolene Weaver and Tracey Palmer could be in attendance.</p>	AS	tbc
<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>RB noted that at a recent appointment at the Saughall branch there was a large queue building close to 10am so that patients could get in first with booking a routine appointment. It was also noted that some patients were ringing the Saughall branch at 10am (rather than the City Walls one) for the same purpose. AS responded that all the same appointments were available to both sets of Reception staff (as well as via Patient Access) and there should be no preferential treatment for any particular route to booking an appointment.</p> <p>Several PPG members noted that the Surgery seemed to be quite empty at times. AS explained that this was not unusual, but would be particularly the case around lunch times when the GPs had finished their morning surgeries and were conducting home visits so fewer staff were at the Surgery.</p>		
<p><b>5. Special Items</b></p>		
<p><b>Health Care Assistants (HCAs)</b>  AS explained that 2 of their HCAs (Rob Hallal and Aimée Fisher) would be starting the new 2 year Nursing Associate qualification in the New Year. The Countess of Chester hospital has used their apprenticeship levy to fund both on this course.</p> <p><b>St Martin's Clinic</b>  The practice has been having further discussions with the CCG and has been asked to revise the previously submitted scope of changes. The new plans are being designed and costed. PPG members confirmed the importance of the proposed expansion, especially in the light of the move to becoming part of a PCN.</p> <p><b>PCN Healthbox</b>  AS referred to plans to introduce a Healthbox approach as part of the creation of the PCN. The Healthbox would have 5 counsellors and a Lead working 5 days a week on mental health issues. Plans as to where sessions will be held have to be finalised but City Walls would be able to provide out of hours cover if appropriate.</p> <p><b>Surgery Environment</b>  As part of the Meet &amp; Greet session feedback, a number of patients had requested additional chairs with arms in the Surgery to assist them with getting up. AS agreed this was a sensible request and would make the necessary arrangements.</p>	AS	Mid Dec?
<p><b>6. Next Meetings (all at @ 12:00 – 13:30 unless otherwise stated)</b>  <b>2020:</b> 5 Mar, 11 June (18:30-20:00), 10 Sept, 26 Nov</p>		