

# City Walls Medical Centre: PPG - Minutes

## 16 Dec 2021

### 1. Attendees

#### *CWMC practice staff*

Adie Salter Practice Manager  
Cathy Simpson Office Manager

#### *Patient representatives*

Beryl Evans  
Val Oultram  
Steve Telford Chair  
Dorothy Wallis

Shona Edwards Handbridge Medical Centre (Observer)

Notes	Action Owner	Action By Date
<b>1. Apologies, Absences, New Members, Resignations</b>		
<b>Apologies</b> were received from: Pat Lott, Lea McGee, Gareth Pritchard, Connie Telford.		
<b>2. Update from Practice</b>		
<p><b>Telephone System (AS/CS):</b> The issues highlighted at the last meeting in September have finally been resolved. BE, VO &amp; DW all confirmed that their recent experience of the system was much improved. In particular, the "call back" feature has been well received. CS mentioned that adjustments were still being made, particularly for late in the day call backs. It was agreed that PPG members should make CS/AS aware of any future issues they experienced so these could be investigated as soon as possible.</p> <p><b>COVID Vaccination programme status (AS/CS):</b> CWMC is heavily involved in the big push for booster vaccinations. CS explained that it would be very helpful if PPG volunteers could work inside the Surgery at peak times to help manage the queues for Reception and assist patients in using the Check-in Screen. CS will advise dates/times when PPG assistance would be most helpful.</p> <p><b>Staffing situation update (AS/CS):</b> 3 new Reception staff have been recruited and are progressing well through the training. Another further Receptionist is still required as well as another new salaried GP. There is some hope that one of the current Registrars could be persuaded to join the staff once their training is complete.</p> <p><b>St Martin's Clinic update (AS):</b> No progress has been made on the acquisition of this building despite it being obvious to all parties of the benefits of such an arrangement. ST emphasised, once again, that the PPG would like to support this application and need advice from the Surgery team on what appropriate action to take.</p>	<p><b>PPG</b></p> <p><b>CS</b></p> <p><b>AS</b></p>	<p><b>On-going</b></p> <p><b>asap</b></p> <p><b>tbc</b></p>

<p><b>Car Park wall update (AS):</b> No further action has taken place to date. In fact, there was a recent incident when another lorry almost backed into the same wall!</p> <p><b>Appointment system update (AS):</b> The current arrangements will remain in place for the foreseeable future.</p> <p><b>Test result issue (AS/CS):</b> In recent weeks there has been a problem with the reporting of test results by the Countess of Chester hospital trust. The issue has been caused by a recent IT system implementation and has meant that there has been a delay in the reporting of results to GP surgeries, followed by a splurge of individual test results, which has led to confusion and concern for patients. As an interim measure, CWMC has changed its processes to simplify its text messaging to patients and offer a call/surgery visit for patients if it is appropriate.</p> <p><b>PPG expansion (ST):</b> There was once again some discussion on the possible expansion of the PPG to include other demographics groups (e.g., Mothers with toddlers, working age patients, patients living with a major long-term issue). All agreed this was a good idea and ST asked the Surgery team for help in identifying suitable candidates or candidate groups that he could contact.</p>	AS/CS	End Jan?
<p><b>3. Patient member feedback on experiences, issues &amp; ideas since last meeting</b></p>		
<p>All the PPG members present, and Pat Lott, had positive comments to make about the Surgery team over the past few months. Once again, they made it clear that they would be happy to support the team in any appropriate way.</p>		
<p><b>4. Special Items</b></p>		
<p>BE mentioned that she would be interested in understanding more about how the Surgery team operates so that she could better explain to patients what was going on and why certain aspects were being handled in a particular way. She mentioned a "Day in the Life of" concept which perhaps could be used on the CWMC website or Facebook page. The Surgery team were supportive of this idea.</p>		
<p><b>6. Next Meetings (timings and format to be confirmed)</b> <b>2022: 23 Mar, 22 Jun, 21 Sept, 14 Dec (12:00-13:30)</b></p>		