

<p>3. Patient member feedback on experiences, issues & ideas since last meeting</p>		
<p>DW asked about repeat prescriptions. She had a recent experience whereby she had tried to order repeat medication early due to an upcoming holiday. She had received a text message telling her that one medication could not be ordered due the premature request. After some discussion, CS confirmed that the text message should have included a link so that DW could have clarified the dates of her holiday which would then have allowed the request to be serviced in full. CS will make staff aware of this situation.</p> <p>GP mentioned that he has his medical records available through Patient Access but noticed that a recent blood test taken at a Merseyside hospital was not displayed. CS commented that, unfortunately, test taken outside of the local area were not always passed on.</p> <p>GP also raised a question about the Physio First facility, which is now provided via the Chester South PCN. CS confirmed that the service was generally restricted to an initial triage appointment and, if appropriate, the provision of suitable exercises. More problematic physiotherapy issues would be referred to the Countess of Chester Hospital (CoCH) and there is a significant waiting list for any follow-up action.</p> <p>VO asked about the types of applications available to patients and the communications with the Surgery. CS confirmed that apart from Urgent on the day appointments (bookable via the phone only) and Routine appointments (available 2 days or one week in advance via the phone or Patient Access) it was possible to email the Surgery (via CityWallsMedicalCentre@nhs.net) or request a prescription (via CityWalls.Scripts@nhs.net), though the preferred method for repeat prescriptions is via Patient Access from the CWMC website. All agreed that it was best to make use of Patient Access and ignore other apps such as MyGP.</p>		
<p>4. Special Items</p>		
<p>Outstanding actions from Minutes of previous meeting (30 Mar): Spring Booster programme: ST confirmed that Ali Wheeler (from the West Cheshire CCG) had confirmed that although CWMC had wanted to run these vaccinations the CCG has decided to manage the situation differently this time.</p> <p>Call Back malfunction: CS confirmed that the incident ST had reported was due to a glitch in the system which has now been rectified.</p> <p>CWMC patient/GP ratio: This has not been confirmed as yet and CS would ask Adie Salter to provide the agreed update on her return from annual leave.</p> <p>Telephone system update (CS): The telephone message has been shortened and made clearer. CS confirmed that there were 20 lines open for patients between 8-11:00, 10 lines from 11-14:00 (due to reduced staffing), 20 lines from 14-17:30 and 10 or less from 17:30-18:30.</p> <p>St Martin's clinic building (CS): The CCG/ICP is now backing the CWMC request to make use of the building.</p>	<p>AS</p>	<p>8 Jul</p>

Car Park wall (CS): Repair work should at last be taking place from 25-26 June.		
6. Next Meetings 2022: 21 Sept, 14 Dec (12:00-13:30)		