

## City Walls Medical Centre: PPG - Minutes

### 21 September 2022

#### 1. Attendees

##### *CWMC practice staff*

Adie Salter Practice Manager  
 Pete Williams IT Manager

##### *Patient representatives*

Beryl Evans  
 Pat Lott  
 Val Oultram  
 Steve Telford Chair  
 Dorothy Wallis

Notes	Action Owner	Action By Date
<b>1. Apologies, Absences, New Members, Resignations</b>		
<b>Apologies</b> were received from: Lea McGee, Gareth Pritchard Rosemary Rogers, Cathy Simpson, Connie Telford		
<b>2. Update from Practice</b>		
<p><b>General update (AS):</b>                      The Practice is now providing Covid autumn booster vaccinations, which can be reserved via the Simply Book link on the CWMC website home page. Text message prompts are also being sent to the relevant patients.</p> <p>PW has now increased his working hours at the Practice, which enables a number of additional tasks to be undertaken and completed.</p> <p>The PCN has taken on a number of activities on behalf of the Chester South surgeries (CWMC, Handbridge, Lache and Western Avenue), included Mental Health matters and the Clinical Pharmacy role.</p> <p>The West Cheshire CCG has now transitioned to an Integrated Care Board (ICB).</p> <p><b>Staffing situation update (CS):</b>                      A new salaried GP has started from the beginning of Sept. 3 full-time trainees who will qualify in the next 12 months have joined and, although 2 ANPs are leaving next month, interviews are being held for their replacements.</p> <p>The Practice has now reached its target level of GP FTE hours. Overall, the staffing situation is good at the moment and it was noted that in the recent national GP survey, CWMC had received a very high ranking.</p> <p><b>PPG expansion (CS/ST):</b>                      The previous plan to run Meet &amp; Greet sessions, which would be used as a potential recruitment opportunity, has been delayed. CS will come back with some suggested dates for running these sessions.</p>	<b>CS</b>	<b>End Sept</b>

<b>3. Patient member feedback on experiences, issues &amp; ideas since last meeting</b>		
<p>VO mentioned she had a good experience with the flu jab session run on 14 Sept. She also asked if regular health checks were carried out on a routine basis. AS clarified that vascular health checks could be carried out on request but otherwise checks were dependent on any underlying health conditions.</p> <p>PL asked about the 2 repeat prescription boxes in the Surgery. AS explained that there were 2, one in the Surgery and one between the 2 main doors, so that prescriptions could be left even when the inner main door was locked (e.g., during staff training). However, prescriptions from both boxes were taken out simultaneously.</p> <p>DW commented that she was impressed with the new nurse, Helen.</p> <p>BE commented that she had been impressed by a couple of the new GPs, Dr Delic and Dr Atkinson, and, as always, by Dr Hough.</p>		
<b>4. Special Items</b>		
<p><b>Outstanding actions from Minutes of previous meeting (22 June):</b> CWMC patient/GP ratio: PW has provided the updated figures, which that CWMC is now fully staffed and at the top end for appointment provision within Cheshire.</p> <p><b>Telephone system update (PW):</b> The system is now working as expected and any issues are being chased up immediately. PW has provided the full details on the telephone queueing system (see details below at bottom of the minutes).</p> <p><b>St Martin's clinic building (CS):</b> The CCG/ICB is now backing the request to make use of the building, but this initiative is now being led via the PCN rather than CWMC itself. However, things are moving slowly following the CG/ICB organisational transfer</p> <p><b>Car Park wall (CS):</b> Repair work should be completed this weekend (24-25 Sept).</p>		
<b>6. Next Meetings</b>		
2022: 14 Dec (12:00-13:30)		

### Practice Opening Hours

City Walls: 8am – 6:30pm

Saughall: 8am – 6:00pm

### Queue Sizes

**Note:** Anyone trying to call when the queue is full will be presented with an engaged tone.

<b>Queue Size / Time</b>	<b>8am</b>	<b>11am</b>	<b>2pm</b>	<b>5.30pm</b>
<b>City Walls</b>	20	10	20	4
<b>Call Back Available</b>	Yes	Yes	Yes	No

<b>Queue Size / Time</b>	<b>8am</b>	<b>11am</b>	<b>2pm</b>	<b>5.00pm</b>
<b>Saughall</b>	10	5	10	4
<b>Call Back Available</b>	Yes	Yes	Yes	No

### **Training Days (Rolling Half Days)**

On training days, both practices close at 1pm.

1 hour prior to closing, at 12pm, City Walls will queue just 4 people. When the “Closed for Training” message kicks in at 1pm, our staff will deal with any calls that are still in the queue.

2 hours prior to closing, at 11am, Saughall will queue just 4 people. When the “Closed for Training” message kicks in at 12pm, our staff will deal with any calls that are still in the queue. This then allows staff to return to City Walls ready for 1pm.

At 5pm, City Walls reopens but Saughall remains closed, and their calls are diverted to City Walls for the remaining 1 hour that they would usually still be open. At 6pm the divert will stop and Saughall’s “Closed” recording should now play for patients.