



<p><b>Additional PCN services (AS/CS):</b> Other PCN initiatives include the availability of local Physiotherapy appointments and Counselling appointments.</p>		
<p><b>3. Patient member feedback on experiences, issues &amp; ideas since last meeting</b></p>		
<p>PL mentioned she was still dropping in her prescriptions to the CWMC surgery. It was pointed out that rather than drop them in it would be possible to email the surgery with prescriptions using <a href="mailto:CityWalls.scripts@nhs.net">CityWalls.scripts@nhs.net</a>. These should then be swiftly processed.</p> <p>BE was impressed with the update to the test results texting service which meant that if you needed a follow-up appointment a date/time was automatically offered to you. AS mentioned that this was particularly for ANP follow-up.</p> <p>GP asked if there were always only 2 GPs available for on-line booking. AS responded that only 30% of the routine appointments were available on-line, the rest being reserved for telephone booking, and that the number of GPs shown depended on how many appointments were available that day.</p> <p>DL referred back to an incident that happened to him just over a year ago. He was suffering a TIA and was informed by Boots opticians to go to his GP surgery. On arrival, he was told that he should go straight to A&amp;E. After some discussion, it was agreed that the opticians had incorrectly advised him and that the FAST protocol would indicate that anyone suffering his symptoms should go immediately to A&amp;E. The surgery does not have the appropriate drugs to address such an emergency. DL also commented that he was pleased to see that surgery had now added colour coding to the inhaler prescription on the Patient Access system so that it was clear which inhaler was being ordered.</p> <p>SC asked about the ring back protocol. What happens if you cannot pick up? AS commented that patients should receive a further call a little while later and would remind clinicians of this protocol in case it was not always happening in practice.</p> <p>RR commented on the usefulness of the blood pressure machine in the surgery and wanted to make sure all patients were aware of its existence.</p> <p>Idris Roberts (who is not able to attend the in-person meetings) asked to let the Practice staff know that he was impressed with the ring back feature on the telephones. He had a recent family emergency which required the use of ring back and was very pleased with the timely response.</p>		
<p><b>4. Special Items</b></p>		
<p><b>Outstanding actions from Minutes of previous meeting (21 Sept 22):</b> None.</p> <p><b>PPG recruitment drive (ST):</b> The latest recruitment drive via the recent Meet &amp; Greet sessions and Patient Questionnaire has resulted in 17 additional members signing up. Although only a small proportion of PPG members are able to attend any particular meeting, information will be shared and feedback sought from this wider group.</p> <p><b>Feedback from recent Meet &amp; Greet sessions (ST):</b> Recent questionnaires, though limited in number, have shown a similar pattern to the feedback gained prior to the pandemic. Patients are</p>		

<p>generally happy with the services provided by CWMC once they have been able to get an appointment. The appointment system remains the main area of patient concern. AS commented that no matter how many appointments were made available there would always be a shortfall compared with patient demand. However, the Surgery team were well aware of the issue and would continue to provide as many appointments as possible within the ever-changing constraints.</p> <p>More Meet &amp; Greet sessions will be set up for the coming months so that PPG members have an opportunity to talk with patients directly.</p> <p><b>St Martin’s clinic building (CS):</b> No progress since last meeting.</p> <p><b>GP behind Closed Doors:</b> CWMC has agreed to be included in the latest of this Channel 5 series. From week commencing 13 March a mobile unit will be on site for 5 weeks. Patients will only be filmed once they have agreed and will have the chance to opt out once they have viewed their filming post appointment. All the filmed appointments will be in addition to those normally provided (thus expanding the overall numbers that are available for patients during this 5-week period) and will be with GP resources provided by the filming crew (though in some cases they may also be GPs who are or have been employed by CWMC).</p> <p><b>Primary Care Network (PCN) PPG (AS/ST):</b> The Chester South PCN (which comprises CWMC, Lache, Handbridge and Western Avenue surgeries) is planning to set up a PPG in addition to the individual surgery PPGs. ST has been invited to attend but is awaiting feedback from the coordinator (Emma Wright) on the exact role and responsibilities of any patient representative on this proposed PCN PPG. It was noted that the plans for some of the other Chester PCNs are more advanced.</p> <p>Post meeting note: Emma Wright has responded that the formation of the Chester South PCN PPG has been put on hold for a few more weeks owing to a lack of capacity within the PCN Leadership Team.</p> <p><b>CWMC Car Park (AS):</b> The car park barriers will not be reinstalled and there will be no further charges to patients for the use of the car park. However, it has been noticed that several cars are being parked in the car park when not on surgery business, some for days on end. Accordingly, AS has arranged for a company, Parking Eye, to take on monitoring of the car park, making use of Automatic Number Plate Recognition technology. In standard circumstances, anyone remaining in the car park for longer than one hour will receive an automatic fine (unless they have informed Reception beforehand). However, strenuous steps will be taken to ensure that only those abusing the use of the car park will be fined and the Practice staff have the ability to rescind any fines that are inappropriate.</p>	<p>ST</p>	<p>End Feb</p>
<p><b>6. Next Meetings</b> <b>2023: 21 June, 11 Oct, 13 Dec (12:00-13:30)</b></p>		