

City Walls Medical Centre: PPG - Minutes

13 Dec 2023

1. Attendees

CWMC practice staff

| | |
|-------------------|--------------------|
| Dr Lesley Shannon | GP & Partner |
| Pete Williams | Practice Manager |
| Cathy Simpson | Operations Manager |

Patient representatives

| | |
|----------------|-----------|
| Dee Burrows | |
| Pat Lott | |
| Lea McGee | |
| Val Oultram | |
| Connie Telford | Secretary |
| Steve Telford | Chair |
| Dorothy Wallis | |
| Angela White | |

1. Apologies, Absences, New Members, Resignations

Apologies were received from: Gareth Pritchard, Rosemary Rogers, Sara Smith

New Member: Dr Lesley Shannon joined the committee for the first time and will be attending future meetings

2. Update from Practice

General update (CS):

Winter pressures are now apparent with an increase from around 600 to around 900 PATCHS requests being received each week. Accordingly, 3 extra CWMC clinics have been added and the Surgery is making use of the extended hours clinics and the additional PCN services (enhanced access, Mon-Thu evenings, and extended access, Friday evening and Saturday) based at Western Avenue and Handbridge.

Waiting times for a routine appointment could now be up to 6 weeks but each appointment is being triaged carefully and patients need to ensure they provide full information so that the appropriate waiting time can be adjudged.

58% of patients have now registered on PATCHS (up from 55% in October).

Staffing situation update (CS):

The PCN has lost one of its 2 clinical pharmacist and will be looking for a replacement. A paramedic is also being sought, which is a highly specialised role and will be difficult to recruit. A new physio has just started. The current waiting time for physio appointments is 1-2 weeks.

3. Patient member feedback on experiences, issues & ideas since last meeting

A number of points were discussed and these led to the following:

- It would be useful to provide a leaflet on the Surgery offerings which could also be displayed on the screens in the Surgery. PW mentioned that Lucas Salter was looking at updating the information on the screens so it was agreed that PW would ask Lucas to work with the PPG team to develop the appropriate material.

Action: PW (by mid Jan)

- At the same time the smaller screen which is no longer working needs to be replaced and the information displayed should be the same on both Surgery screens.

Action: PW (by mid Jan)

- It would be appropriate to ensure that the CWMC website was updated regularly and would include on the Front Page the latest news from the Surgery on hot topics (e.g. PATCHS situation, the updated Test Results handling process, the latest FFT questionnaire results). Accordingly PW will talk with Lucas and ensure that the PPG is involved in the updated website design and implementation.
- Test Results Handling: LS mentioned that she is trialling a new approach on the follow-up of results. Clinicians will now send out personalised texts for any immediate follow-up, which will provide a direct link for a new blood test booking to be made.
- LS confirmed that regular medication reviews are structured according to importance of clinical need. At the moment, with the loss of a clinical pharmacist there may be some delays.
- CS confirmed that at present, with the implementation of PATCHS, there are no large queues at Reception and the admin/reception staff retention is much improved.
- The telephone message needs to be reviewed and brought into line with the current situation at the Surgery (e.g. with respect to the message about annual reviews).

Action: PW (by end Jan)

- The surgery team recognise the potential issue of hearing difficulties in the main surgery for some patients so options such as the use of sounding boards is being explored. One possibility with regards to ensuring patients are aware of when their appointment is being called would be to put a message on the Surgery screens as is the case for a number of other local surgeries (e.g. Fountains, Lache). PW agreed to explore the options.

Action: PW (by end Jan)

- The surgery team is looking into converting the current Health Hub into another clinical room.

4. Special Items

Outstanding actions from Minutes of previous meeting (11 Oct 23):

None.

Feedback from recent Meet & Greet sessions (ST):

ST presented a summary of the recent FFT questionnaire feedback. However, the data was so limited with few questionnaires returned so it was agreed that it would be appropriate in future for all clinicians to hand out a questionnaire at the end of each appointment and stress that all feedback was treated anonymously but would help the Surgery to gauge the satisfaction or otherwise of the patient body and lead to improvements if required. LS agreed to discuss this at the next Partner meeting.

Action: LS (by mid Jan)

PW commented that there is a lot of FFT feedback received via other means. PW agreed to discuss this with Lisa and share this data with ST.

Action: PW (by mid Jan)

5. Proposed Next Meetings

2024: 13 Mar, 12 June, 11 Sept, 11 Dec (All at 10:30-12:00)

All agreed to review the proposed dates and confirm their acceptability

Action: All (by mid Jan)