

# City Walls Medical Centre: PPG - Minutes

## 10 April 2024

### 1. Attendees

#### *CWMC practice staff*

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

#### *Patient representatives*

Jill Cavanagh	
Beryl Evans	
Lea McGee	
Val Oultram	
Gareth Pritchard	
Rosemary Rogers	
Connie Telford	Secretary
Steve Telford	Chair
Dorothy Wallis	

### 1. Apologies, Absences, New Members, Resignations

**Apologies** were received from: Pat Lott, Sara Smith, Angela White

**New Member:** Jillian Cavanagh

### 2. Update from Practice

#### **General update (CS):**

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.

Over 70% of patients have now registered on PATCHS.

#### **Staffing situation update (CS):**

Staffing levels are close to required though there is some shortage of Receptionist resource.

A couple of new roles have been created: Care coordinator and GP assistant.

At the PPG's request, it was agreed that a brief overview of the roles and individuals would be provided.

Action: CS/PW/LS (by end April?)

### 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 had previously mentioned that Lucas Salter had been looking at updating the information on the screens but he has since left the Practice. PW has passed the information to ST and it was agreed that ST would look to set up a small PPG team to review the appropriate material and provide feedback.

**Action: ST (by mid May)**

- 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. The overall financial position of the Practice (following the situation with regards to the latest GP contract proposed by the NHS) is being reviewed towards the end of April and the costs will be evaluated at that time.

**Action: PW (by end May)**

- The PPG asked how well the Practice staff understood the role of the PPG and how it assisted the Practice. Although we were assured that many staff had a good understanding it was agreed that it would be useful to remind the Practice Team and, if appropriate, invite a PPG representative to a staff meeting.

**Action: PW (by end May)**

- The PPG asked what other help could be provided to the Practice. One suggestion was that a CWMC leaflet drop could be coordinated with the new King's Moat development on Wrexham Road.

**Action: PW/ST (by end May)**

### 4. Special Items

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

None.

#### **FFT Feedback (ST):**

ST presented the latest summary of the FFT feedback. Much of the data has been gathered from the patient responses to the text message prompt following their attendance at a surgery appointment. Overall, the satisfaction rating is very high though there were a few comments relating to improvements required with the Reception process and it was agreed that these would be discussed internally.

**Action: CS/PW/LS (by end April)**

It was also agreed that with the patient responses being gathered in this way it was not possible to ascertain much detail on any issues. ST suggested that the PPG

could run some Meet & Greet sessions focussed upon a particular aspect to acquire more detail.

**Action: ST (by end April)**

**PCN Patient Champions Group (ST):**

ST along with Angela White attended the inaugural PCN Patient Champions Group meeting. Unfortunately, the session was not useful: the PCN coordinator (Helen Whyte) was unable to attend, the other 3 practices in the PCN (Lache, Handbridge and Western Avenue) do not have an active PPG, the terms of reference were unclear and seemed to conflict with the PPG structure.

**St Martin's clinic situation (LS):**

The latest position is that NHS Property Services are looking to sell the building on the open market. This is despite the fact that the building would be ideal for housing the extended PCN services and is in a reasonable state. If sold on the open market this would cause problems for car parking at CWMC. Whilst the Practice is in discussions with NHS property services and has enlisted the support of our local MP, Samantha Dixon, the current prospect is not promising. The PPG asked how it could help and GP suggested that we developed a petition which could be presented to the ICB.

**Action: GP (by end April)**

**5. Next Meetings**

**2024:** 10 July, 11 Sept, 11 Dec (All at 10:30-12:00)