

City Walls Medical Centre: PPG - Minutes

2 March 2017

1. Attendees

CWMC practice staff

Dan Jones	GP Partner
Kathy Capper-Moore	Nurse Partner
Adie Salter	Practice Manager
Sarah Roberts	Office Manager

Patient representatives

Margaret Brinkley	
Brian Everett	
Val Oultram	
Connie Telford	Acting Secretary
Steve Telford	Chair
John Walker	

Notes	Action Owner	Action By Date
1. Apologies and Absences		
Apologies were received from: Ian Crossan, Pat Lott, Lee McGee, Josie Sterne, Roy Stewart, Dorothy Wallis, Pete Williams		
2. Minutes of previous meeting (1 Dec 2016) – follow-up		
<p>Appointment System: The surgery plans to implement the new telephone system on 15 March (though is dependent on a successful switchover from BT). The new system will mean a much simplified initial message with option selection depending on what action the caller requires (e.g. Urgent appointment, Test results news). If placed in a queue, the caller will be informed as to their place in that queue. The system will also produce statistics on such things as the number of calls placed, the number of calls not answered. The launch (on 14 March) will be preceded by training for staff (8 March), text messages to patients and signs at the surgery.</p> <p>There was some discussion on the new system. It was agreed that a review of the success of the implementation, and possible improvements, should take place a couple of months henceforth. It was also agreed that cancellation of an appointment should be one of the options on the new system if at all possible.</p> <p>AS also commented that the introduction (in Oct 16) of the separation between urgent appointment calls (from 8am) and routine appointment calls (from 10am) continued to provide a much improved situation with incoming calls. AS had discussed this with other GP practice managers, several of whom are now looking to make a similar change.</p> <p>CWMC Website: PW continues to make regular updates to the website, including the addition of scrolling comments from the feedback from the previous Meet & Greet exercises. ST asked all PPG members to review the current set up and</p>	<p>AS</p> <p>AS</p> <p>PPG members</p>	<p>mid-May</p> <p>14 March</p> <p>End Mar</p>

<p>provide feedback on any areas for improvement.</p> <p>AS commented that there were plans for Holly Corrigan to take over responsibility (from PW) for regular updates to the website.</p> <p>ST had previously raised the issue of an interactive touchscreen for the CWMC website to be placed in the Surgery. It has been agreed that this should be implemented. ST has provided some details of touchscreen options to PW/AS and awaiting confirmation of the next steps.</p>	<p>PW/AS</p>	<p>10 Mar</p>
<p>Friends & Family Test (FFT): ST has distributed copies of the latest FFT data (to end Feb) along with a summary of the major findings which have been shared with Alison Lee, Chief Executive of West Cheshire Clinical Commissioning Group (CCG), who attended one of the Meet & Greet sessions in Jan.</p> <p>All agreed that this latest exercise was very comprehensive exercise with feedback from 2% of the patient population. It was clear from the data which areas needed the most improvement: Appointment System (see above) and Continuity of Care (see below). Until the major changes to these areas have been implemented there will be no push to collect further FFT data (though forms will continue to be available on the Reception desk and on-line).</p> <p>There was some discussion on the disparity between the in-house collected FFT feedback and that displayed on NHS Choices. AS explained that the NHS Choices data was the result of a 6 monthly anonymous survey run by NHS England and so was not necessarily representative of those who are regularly using the practice services. All agreed that it would be much better if the NHS Choices front page also included the latest FFT data. Accordingly, both AS and ST will approach the CCG (and any other relevant body, e.g. NHS England) to discuss how this can be addressed.</p>	<p>AS/ST</p>	<p>End Apr</p>
<p>Meet & Greet Exercise It was agreed that the last exercise, held in Jan, had been very successful and generated a large amount of data, which would guide the direction for improvements to patient services. Accordingly, over the coming months, rather than focus on gathering further FFT feedback it was agreed that future exercises would utilise a “How can we help?” approach. PPG members would provide patients with information on recent changes/improvements and the services available at the surgery. To support this the following will need to be developed or implemented:</p> <ul style="list-style-type: none"> • the installation of the interactive touchscreen for demonstrating the features of the revamped CWMC website to patients at the surgery • a handout detailing the recent changes/improvements • updates to the PPG pages on the CWMC website to reflect recent activity • the establishment of a PPG noticeboard in the surgery • the establishment of a rota of PPG volunteers for the “How can we help? exercises 	<p>ST/PW ST/PPG ST/PW</p> <p>ST/PPG ST</p>	<p>end Mar end Mar end Mar</p> <p>end Mar end Mar</p>
<p>Continuity of Care A recent meeting has been held between AS, KC-M and ST to kick-off ideas for the improvement of this process. The broad outline was discussed at the meeting:</p> <ul style="list-style-type: none"> • Patients with a long-term chronic condition or short/medium term condition requiring regular monitoring would be identified and flagged on the surgery system • Such patients would be assigned a preferred clinician and clinician team that would support if the preferred clinician was unavailable 	<p>AS</p>	<p>17 Mar</p>

<ul style="list-style-type: none"> When such a patient phoned into the surgery, Reception would be alerted by the special flag and attempt to arrange appointments with the appropriate clinician(s) Patients would not be directly informed of this approach in case it led to complications for themselves or other patients not so designated <p>AS agreed to summarise the proposed approach. BrE agreed to be used as a “guinea pig” for any initial trial.</p>	AS	17 Mar
<p>Patient leaflets</p> <p>Paper copies of the updated “Out of Hours Patient Services” leaflet are now available on the CWMC Reception desk and initial feedback has shown this information has been well received. Additionally, the CWMC website has been updated to reflect the same information.</p> <p>PPG feedback on the “Patient Services” leaflet has been provided to Dina. AS agreed to confirm the current status of this leaflet.</p>	AS	17 Mar
<p>Report-back of Test results</p> <p>SR has been working with PW to amend the text message that is issued to patients. So far there has been no meeting to discuss how the process might be handled better. BeE and LM have expressed an interest in being involved in such a meeting. It was agreed that a meeting with relevant parties to discuss further should be set up in the near future.</p>	AS/SR	End-Mar
<p>Surgery environment</p> <p>There were a number of patient suggestions on improvements to the environment:</p> <ul style="list-style-type: none"> Automatic doors at the main entrance: AS/KC-M supported this change but were seeking some funding from NHS England, which would mean there will be a delay. AS/KC-M will provide an update at the next PPG meeting Armrests on chairs to support less able patients: after some discussion it was agreed that PPG members detail any suitable solutions they have seen and provide feedback to ST for consolidation. The ability for deaf (or hard of hearing) patients to book appointments via a text message: SR is aware of a company that provides a suitable service and will provide details. Large clock on the surgery wall: after much discussion it was agreed that this suggestion would be put on hold for the moment. Ability to converse with medical practitioners via e-mail: AS confirmed that this was possible at the moment via e-Consult and that some practices, noticeably Garden Lane which had a large student population, were making considerable use of this software. After much discussion it was agreed that CWMC needed to develop a strategy for the implementation of e-Consult before encouraging patients to make use of the service 	AS/KC-M	1 Jun
	PPG/ST	mid-Apr
	SR	17 Mar
	AS/DJ	mid-Apr
3.PPG Governance		
<p>NAPP membership</p> <p>ST believes the CWMC membership to NAPP may have lapsed as he has not received any monthly updates recently. ST to forward details to AS who will then check the status of our membership and, if necessary, make arrangements to renew.</p>	ST/AS	17 Mar
4. Patient member feedback on experiences, issues & ideas since last meeting		
<p>JW felt that some of the patients at the latest Meet & Greet exercise felt that there concerns on the telephone handling of appointments had not been</p>		

<p>addressed despite previous feedback. However, he felt reassured once the timetable for the implementation of the new system had been explained (see above).</p> <p>JW raised concerns about the Car Park exit. AS/KC-M responded that it was recognised this was a problem and options for improvement were being assessed though any changes might take a while.</p> <p>BrE asked for guidance on the organisation of Home visits. KC-M confirmed that these were organised geographically to minimise any travel.</p>	AS/KC-M	1 Jun
5. Special Items		
6. AOB		
<ul style="list-style-type: none"> • SR commented that more patients could be using the initial sign-in screen. ST pointed out that PPG members had tried to encourage patients to make use of this facility but there were some problems with the response of the screen which could lead to confusion as there was no “egg timer” to indicate that action was being taken. It was agreed that the effectiveness of the screen should be reviewed again. • DJ wondered if it would be more appropriate for PPG members to be referred to as the “Patient Group”. After some discussion it was agreed that the terminology should remain flexible to suit the circumstances. • DJ wondered if there had been any PPG activity at the Saughall branch. ST responded that Roy Stewart had conducted a Meet & Greet exercise at Saughall in Jan and reported that there were no particular Saughall specific issues. 	AS/PW	End Mar
<p>7. Next Meetings (all at @ 12:00 – 13:30) 1 Jun, 7 Sept, 14 Dec</p>		