

## City Walls Medical Centre: PPG - Minutes

**1 June 2017**

### 1. Attendees

*CWMC practice staff*

Kathy Capper-Moore	Nurse Partner
Adie Salter	Practice Manager
Sarah Roberts	Office Manager
Chris Amery	West Cheshire Clinical Commissioning Group
Georgina Clarke	Brio/Macmillan volunteer coordinator

*Patient representatives*

Beryl Evans	
Brian Everett	
Anne Lingard	
Pat Lott	
Connie Telford	Acting Secretary
Steve Telford	Chair

Notes	Action Owner	Action By Date
<b>1. Apologies and Absences</b>		
Apologies were received from: Dr Dan Jones, Margaret Brinkley, Ian Crossan, Lee McGee, Val Outram, Roy Stewart, Dorothy Wallis, John Walker, Pete Williams		
<b>2. Minutes of previous meeting (2 Mar 2017) – follow-up</b>		
<p><b>Appointment System:</b> There was some discussion on the new telephone system. It was agreed that a review of the success of the implementation, and possible improvements, should take place and advise PPG accordingly.</p> <p>It was also agreed that cancellation of an appointment should be considered as one of the options on the new system if at all possible. AS to ask PW to confirm the viability of this and advise PPG accordingly.</p>	AS	End July
<p><b>CWMC Website:</b> PW continues to make regular updates to the website. ST again asked all PPG members to review the current set up and provide feedback to him on any areas for improvement which can then be shared with PW.</p>	AS/PW	16 June
<p><b>Interactive touchscreen:</b> ST had previously raised the idea of an interactive touchscreen for the CWMC website to be placed in the Surgery to support patients and be available for PPG members to provide demonstrations at future Meet &amp; Greet sessions. It has been agreed that this should be installed and the original planned date was by end of May. PW has had some issues with the supplier but has been asked to complete the implementation as quickly as possible.</p>	PPG members	End Jun
<p><b>Friends &amp; Family Test (FFT):</b> ST has distributed copies of the latest FFT data (to end May). The May</p>	PW/AS	16 June

<p>results were similar to the previous months when no Meet &amp; Greet sessions have been run.</p> <p>There was some follow-up discussion on the disparity between the in-house collected FFT feedback and that displayed on NHS Choices (run by NHS England). AS explained that the NHS Choices data would be updated in July and it was hoped that the results would be more in line with those collected at the surgery. All agreed that it would be much better if the NHS Choices front page also included the latest FFT data. CA agreed to provide a contact at NHS England but stated that he was not hopeful that a resolution would be found.</p>	<p><b>CA</b></p>	<p><b>16 June</b></p>
<p><b>Meet &amp; Greet Exercise</b></p> <p>The next Meet &amp; Greet exercise will be held once the Interactive Touchscreen has been installed (see above). In addition to collecting FFT responses, PPG members would provide patients with information on recent surgery changes/improvements and the services now available. To support this the following will need to be developed or implemented:</p> <ul style="list-style-type: none"> <li>• the establishment of a PPG noticeboard in the surgery</li> <li>• the establishment of a rota of PPG volunteers for the “How can we help?” exercises</li> </ul>	<p><b>ST/PPG</b></p>	<p><b>End Jun</b></p>
<p><b>Continuity of Care</b></p> <p>The initial trial of the new approach has begun: patients are flagged by clinicians as needing CoC along with the name of the back-up clinician and a review date for the CoC status; if a patient rings in, Reception are immediately made aware of the CoC status. At present there are only a handful of patients who have been designated for the trial but the clinicians have been encouraged to make further nominations. Anecdotal evidence has provided positive feedback for this approach.</p>		
<p>As this was a major concern from the recent detailed FFT responses, it was agreed that there should be a write-up of the new approach, which could be shared with patients (particularly by the PPG members undertaking Meet &amp; Greet) and put on the CWMC website. AS/KC-M will develop an initial draft, which will then be passed to ST/PPG for comment.</p>	<p><b>AS/KC-M</b></p>	<p><b>End Jun</b></p>
<p><b>Patient leaflets</b></p> <p>Following the last CCG PPG meeting, Boughton Heath practice has requested a copy of the CWMC “Out of Hours Patient Services” leaflet. This has been passed across as requested.</p> <p>CA has also requested a copy.</p>	<p><b>ST</b></p>	<p><b>2 June</b></p>
<p><b>Test results handling</b></p> <p>SR has been working with PW to amend the text message that is issued to patients. From 1 June, patients who have provided a mobile number will be sent a text message (once the results have been analysed) if there is no further action required. It is expected that this message will be sent within 2-3 days of the test in around 70% of cases.</p>		
<p>There were some questions on the overall process so it was agreed that SR would provide an initial write-up, which will then be passed to ST/PPG for comment. As this was another major concern from the recent FFT responses, it was agreed that the write-up could then be shared with patients (particularly by the PPG members undertaking Meet &amp; Greet) and placed on the CWMC website.</p>	<p><b>SR</b></p>	<p><b>End Jun</b></p>
<p><b>Surgery environment</b></p> <p>Follow-up on a number of patient suggestions on improvements to the</p>		

<p>environment:</p> <ul style="list-style-type: none"> <li>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</li> <li>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.</li> <li>The ability for deaf (or hard of hearing) patients to book appointments via a text message: no suitable solution currently available.</li> <li>e-Consult, which would provide patients with the ability to hold an e-mail conversation with CWMC medical staff, has not been fully rolled out yet. The CCG has plans for surgeries to make more use of this facility and will share these plans in due course.</li> <li>Check-in screen: it has been noted that there are often problems with the screen not appearing to respond in a timely manner. This has caused a number of patients to abandon the dialogue and join the Reception queue instead. It was agreed that the surgery would raise this issue once again with the supplier of the check-in screen and post a notice next to the screen advising patients that the response can be slower than expected.</li> <li>Car park exit: a number of patients are experiencing difficulty with the coin slot because of the awkward angle of the exit. Although there is a long-term approach to improve the situation by the removal of the tree in the car park it was agreed that the surgery would look at making some short-term improvements. It was also agreed that the surgery should provide a short write-up on the reasoning behind the installation of the barrier and its impact to date. Once again this could be shared with patients (particularly by the PPG members undertaking Meet &amp; Greet).</li> <li>Reception queue buzzer: it was noted that the buzzer was not always being used by Reception staff when the number waiting exceeded 2-3 people resulting sometimes in a wait of over 10 mins. AS has made strenuous attempts to ensure that the buzzer is being used but agreed that Reception staff should be reminded once again of the importance of using this facility.</li> </ul>	<p>AS/KC-M</p> <p>ST/PPG</p> <p>CA</p> <p>AS</p> <p>AS/KC-M</p> <p>AS</p> <p>AS</p>	<p>7 Sep</p> <p>End Jun</p> <p>End July</p> <p>16 June</p> <p>End Jun</p> <p>End Jun</p> <p>9 June</p>
<p><b>3.PPG Governance</b></p>		
<p><b>NAPP membership</b> CWMC membership to NAPP has been confirmed. PPG members should check out the NAPP website for useful ideas and information.</p>	<p>ST/PPG</p>	<p>End Jun</p>
<p><b>4. Patient member feedback on experiences, issues &amp; ideas since last meeting</b></p>		
<p><b>5. Special Items</b></p>		
<p><b>Brio/Macmillan nursing</b> GC gave a brief synopsis of the current situation:</p> <ul style="list-style-type: none"> <li>There is a free, voluntary programme managed by Brio making use of Macmillan resources</li> <li>Walking groups have been set up in Blacon and Grosvenor Park</li> <li>Information drop-in sessions have been arranged on a monthly basis in Blacon</li> <li>Practical help can be provided (e.g. shopping, gardening, cleaning)</li> <li>Counselling help is on offer (e.g. re bereavement)</li> <li>Transport can be provided (e.g. to support visits)</li> <li>Full information can be found on the Brio (and Macmillan) websites</li> </ul>		

<p>There was some discussion on how CWMC might make use of this “service”. For example, Brio/Macmillan could join our next Meet &amp; Greet exercise.</p>		
<p><b>6. AOB</b></p>		
<p>PL mentioned that she was aware that the Upton surgery had been working on a Care Hub website. It was agreed that CWMC could make people aware of this site, especially during future Meet &amp; Greet sessions.</p>		
<p><b>7. Next Meetings (all at @ 12:00 – 13:30)</b> 7 Sept, 30 Nov</p>		