

Wilmslow Health Centre Patient Participation Group

Tuesday 18 December 2018 12.30pm

1 Present:

Amar Ahmed, Angela Barclay, John Champion, Margaret Gul, Helen Lister, John Meacham, Vivian Schick, Kirsty Thorpe.

Margaret Gul was welcomed as a new member.

2 Apologies

Pauline Barnett, Lisa Hoodless, Jeffrey Krell, Harley Nicholson.

3 Minutes of Last meeting on 6th November

Approved.

4 Matters Arising

None

5 General Practice Update

- Despite there being a shortage of doctors, four new doctors have been recruited. These will start in Feb / March and locums will be use in the meantime.
- The surgery has had a good number of patients receiving the flu vaccine. There are still more to target. Clinics have also been giving Shingles and Pneumonia vaccinations.
- The new telephone system is still not ready. It is badly needed and will hopefully be a big improvement on the current one.
- The Car Park is still congested, and this is much worse in the winter. The practice thinks that the Automatic Number Plate System (ANPR) would be the best, Kenmore are keen to have this, and the church will join in if both surgeries do. Alderley Road is very congested with cars parking, some on the pavement. Cheshire East might be doing a parking review in the near future. The disabled bays in the surgery are on a slope and it is difficult to get in and out of one's car. Amar will look into this. Kirsty sending him details of the disability /Mobility advice centre.

6 The Waiting Room

This has been tidied up and looks much better. Jeff is getting more leaflet racks to show us. The walls will need a coat of paint. Old posters need to be removed from the glass lift walls.

7 AOB

Kirsty will circulate the booklet produced by Handforth Health centre PPG electronically to all members. We agreed that the booklet was a very good idea and especially useful for people who are socially isolated. It was suggested that some of the pages could be put on the TV screen in the waiting room.

Cheadle, Handforth, Alderley Edge, and Wilmslow (CHAW) Health Centres meet together regularly. This seems to be the future of Health Centres.

The surgery website is much improved and easier to navigate. Amar will put PPG minutes on the website in line with other practices in the area.

John Champion has agreed to look at GP Patient Survey Reports for us.

We discussed our views of the practice:

- We thought that the receptionists are very helpful.
- We suggested that pictures of the GP's should be shown on the TV screen in the waiting room with a brief biography about each of them.
- We thought that all the services provided by the surgery should be advertised on the Website and possibly a ground plan of the surgery, and waiting areas. Margaret will produce a list of all services available for the next meeting.
- It was suggested that's we might discuss three topics a year such as dementia, Prostate problems, and social loneliness.

Helen asked if Lisa could take notes at the meeting.

Next Meeting:

Tuesday 12 February at 12.30 pm.