

Wilmslow Health Centre Patient Participation Group

Tuesday 27 March 2018 2.30pm

Present:

Jeffrey Krell (Practice Manager)
Harley Nicholson
Helen Lister
Vivian Schick
Kirsten Thorpe
Pauline Barnett
John Meacham

1 Apologies: Lisa Hoodless

2 Minutes of Last meeting.

Some members did not receive the minutes of the last meeting.
Helen will send Lisa and Harley the PPG members email addresses

3 Matters Arising

Jeffrey will send a reminder to Kirsten with details of the letter we agreed to write to Esther Mc Veigh

4 General Practice Update

Staffing.

There have been major staffing issues with staff shortages, especially nurses. It is difficult to find nurses experienced in taking blood.

Many patients are being sent to Macclesfield for blood tests.

A healthcare assistant has been off sick.

The Doctors situation is stable and fewer locums are being used.

Quality outcome framework QOF

Monitors performance of doctors on a points system, and the surgery is rewarded by payments if points are high. Surgery performance is up from last year.

Opening Hours

Practice is considering whether to open from 8.00am to 8.00 pm. No decision has been made yet, and discussions are being held with other practices to try to work together. They hope to decide in October.

The Pharmacy

Appears to be more efficient now with new manager.

Winter Pressures

The practice offered extra cover over the weekend over the winter, and this has been well received.

(G.D. P. R. General Data Protection Regulations:

Practice staff going on a training course to learn the new regulations.

Leaflet " Getting the Best from your GP and you Surgery"

Geoffrey tabled a leaflet and it was agreed that this was too wordy. Helen and Pauline will rewrite this and send it out to members for approval, and discussion at the next meeting

5 Car Parking Update

Problems have reduced since the car park has been changed. ANPR Automatic Number Plate Recognition is being considered.

The PPG discussed whether patients should be charged for parking: We all agreed that it would be very difficult to charge as it would cause upset to patients. People would never have the correct money on them, and it would put extra pressure on the staff.

It was felt that it would be preferable to have an efficient ANPR system in place such as the one in Waters Green Macclesfield that Harley described.

6 The Telephone System,

This needs upgrading.

7 Complaints

These are not up so far this year and are mostly about not being able to get appointments with nurses or with certain doctors.

8 AOB

Agreed to discuss the state of the waiting room at the next meeting

Next Meeting Tuesday 15TH May 2018 at 12.30pm