

Wilmslow Health Centre Patient Participation Group

Tuesday 6 November 2018 12.30pm

1 Present:

John Meacham, Helen Lister, Angela Barclay, John Champion Kate Brennan, Jeffrey Krell, Harley Nicholson, Lisa Hoodless

John Champion was welcomed to the meeting as a new member. Helen to send him past minutes for information.

2 Apologies

Pauline Barnett, Vivian Schick

3 Minutes of Last meeting on 25 September

Approved.

4 Matters Arising

Jeff agreed to contact Kirsty re her offer of the Church Hall and future relationship between the church and the surgery.

5 General Practice Update

Jeff reported the following:

- Extended hours: From October 1 the practice has been working with four local surgeries to provide extended hours cover from 6.30 to 8.00pm on Monday to Friday. All these surgeries have access to each other's patient records. Weekend appointments are not popular with patients.
- A new GP is to start to replace Dr Greenall, Recruiting suitable staff is difficult and the surgery is now using Peninsula for HR.
- Flu Clinics have been staggered due to supply rationing.
- New telephone system is to be installed at the end of November.
- NHS has sent out a patient survey and East Cheshire practices scored well
- There have been a few complaints recently, which have been dealt with by the practice managers.
- The surgery closes for 9 Wednesdays per year for staff training

7 Car Park Update

There has been no final decision about charging for the car park.

8 The Waiting Room

The PPG wrote a suggested plan for tidying up the waiting room. There has been no response to our suggestions.

It was agreed to start to tidy up the waiting room. Jeff will speak to Kate about this. It is important that someone is in charge of this.

Discussion will resume at the next meeting.

9 AOB

Jeff tabled a booklet produced by Handforth Health centre PPG about what's on the area. He had been asked if we wanted to be involved. We had not seen this properly, and there was not enough time to discuss it at the meeting. Agreed to wait until Kirsty was present as she might like to get involved.

Helen noted that the website had improved considerably and was now much more user friendly.

John Meacham asked about Mediscan a service put in by the NHS. Jeff suggested that he send a written complaint if he was unhappy about it.

Next Meeting:

Tuesday 18 December at 12.30 pm.

Please note change of date as suggested at the last meeting.