

Wilmslow Health Centre Patient Participation Group

Tuesday 12 February 2019 12.30pm

1 Present:

Pauline Barnett, John Champion, Margaret Gul, Jeffrey Krell, Jeffrey Krell, Helen Lister.
Vivian Schick, Kirsty Thorpe,

2 Apologies

Amar Ahmed, Angela Barclay, Mark Brennan, Lisa Hoodless, Harley Nicholson.

3 Minutes of Last meeting on 18 December

Approved.

4 Matters Arising

- John Champion will meet with Geoff to discuss the way forward re the Patient Survey reports after Geoff has consulted Amar about the process.
- Kirsty tabled the latest version of the "Loneliness booklet" produced by two members of the Handforth surgery PP.G. All agreed that it was very good, and Kirsty will send it out electronically to us all to see if we can spot any errors. There was some discussion on how it could be distributed, and it was suggested that it could go on the surgery website.
- We strongly recommend that:
A list of the services provided by the surgery, and photographs of the current GP's should be shown on the TV screens in the waiting room at least twice a day.
Margaret and John C agreed to work with Jeff to achieve this.

5 General Practice Update

- New doctors have been recruited:

Joanne Hamersley. Monday and Wednesday
Charlotte Monument: Monday and Friday
Emma Campbell: Friday
Fari Ahmed: Tuesday and Thursday

- Jane Gaskell is off on long term sick. She is missed and this puts pressure on remaining staff.
- Patient notes will soon be digitalised and all put on the computer EMIS is doing this.
- More private areas are planned at reception.
- 8.00am to 8.00pm hours is happening on a rota basis with other surgeries in the area, We currently have a Saturday morning surgery.
- Complaints are now handled on the day that they are made. This has resulted in fewer writing.
- The Waiting Room. Geoff is looking for leaflet racks.
- It was suggested that's we might discuss three topics a year such as dementia, Prostate problems, and social loneliness.

7 AOB

Next Meeting:

Tuesday 16 April at 12.30 pm.