

Wilmslow Health Centre Patient Participation Group

Tuesday 16 April 2019 12.30pm

1 Present:

Pauline Barnett, Margaret Gul, Lisa Hoodless, Jeffrey Krell, Helen Lister, John Meacham, Kirsty Thorpe,

2 Apologies

Amar Ahmed, Angela Barclay, Mark Brennan, John Champion, Harley Nicholson, Vivian Schick.

3 Minutes of Last meeting on 18 December

Approved.

4 Matters Arising

- Jeff will consult Amar re the process for Patient Surveys, and inform John Champion what needs doing.
- Agreed that the "Loneliness booklet" produced by two members of the Handforth surgery P.P.G. should go on the surgery website, and on the TV screen in the waiting room. Jeff to action this when he receives the final version from Kirsty. 10,000 of these to be printed probably by July and distributed to surgeries, libraries, elderly persons apartments, etc.
- Agreed that Amar has done a very good job of putting photographs and profiles of GPs and key staff on the TV screen. A list of the services provided by the surgery is still pending Jeff to action with Margaret. Margaret has put up signs with room numbers in the waiting to direct patients.
- The waiting room looks much better now. Geoff will source leaflet racks after the reception area has been redesigned to give patients more privacy.

5 General Practice Update

- New doctors have started. One resigned after three weeks, and a replacement is being sought. Dr Aziz has left the practice.
- Jane Gaskell is back after long term sick.

- In line with NHS requirements patients can now obtain appointments from 8.00 a.m. to 8.00 p.m. seven days a week. This works because local practices can see each other's patients when necessary. Wilmslow is open on Tuesday evening until 8.00pm with 2 doctors and a nurse available. Doctors are used more and this will be reviewed.
- All patients' notes will soon be computerised and paper notes removed from the premises. This will allow the reception area to be redesigned to give patients more privacy.
- NHS year ends on March 31. NHS sets targets for patient care and this year we got 544.40 points out of 545. A fantastic achievement by all.
- A new telephone system has been installed by the CCG/CSU. This seemed to go well for two weeks, but then there were numerous problems. PPG members asked to give feedback about the messages on the phone.
- There have been two complaints, which are being handled by Jeff.
- A CQC inspection visit is expected anytime now, two weeks notice is usually given. The last one was three years ago when we got good on all points last year. It is felt that they are much tougher recently.

6 AOB

There is no news on the carpark, and all has gone quiet so nothing is being done at the moment. Kenmore are putting a barrier up to their car park at weekends, but we are not doing this as Churchgoers use it on Sunday,

When booking a GP appointment online There is a tab for a routine appointment and one for a general appointment. What is the difference? This is confusing.

Jeff has agreed to look into the signing in system for visitors which is not particularly good.

The PPG thought that it was a good idea for the staff to have name badges with their first names on,

Kirsty has produced a power-point presentation on activities offered by the Church. Jeff agreed to put this in the loop on the TV in the waiting room

We agreed to keep reports to a minimum at the next meeting so that we have time to discuss the topic of '**Social Loneliness**' We have already made a good start on this subject with the "Loneliness Booklet" and the new content on the TV screen.

We would appreciate having the doctors present as they may be able to flag up some indicators to us.

Next Meeting:

Tuesday 4 June at 12.30 pm.