

Patient Participation Group (PPG)
Meeting Minutes 11 May 2022

Attendees:

KH, RS, RW, WR, SW, BC, SL, JM

Apologies:

JL, HH, MS, SM, CM, NM, CC, MF, MM

Special guest Mrs Joanne Morton from the CHAW group (Chelford, Handforth, Alderley Edge Wilmslowx2 medical practices) and PCN (Primary Care Network) presented the new CHAW/PCN hub. The hub board consists of a clinical director (Dr. Tom Hunsley) Operational Manager (Joanne Morton) a CHAW PCN hub manager, a lead GP from each of the 5 practices and their Practice Managers. The hub is being set up at a Wilmslow Medical Practice but covering all CHAW practices totalling 50k patients. The CHAW board was created to cover all GPs practices in the group and meet fortnightly to review services. The new PCN hub will be getting additional funding from the NHS and staff are being recruited to cover various roles including mental health. This service will support the surgeries in providing additional care
Focus groups are being set up to provide feedback and suggestions.

Website - new website now live. In the main very positive feedback. Less cluttered home page. Issues raised were the use of the word "triage" as not everyone knows what this means also it is not easy to find the relevant tab to access this. Additionally, there is no information as to what hours this service is open, logically yes surgery hours, but there is a need to have this information clearly stated next to the Triage tab. SL explained that Triage covers many areas. Suggestion was to move this to the home page of the website and add, for example, Book an Appointment here or similar on the tab as well as triage. The video on the home page is considered irrelevant and can it be removed.

The new triage format is so much easier to use, far less complicated and onerous. After going into the triage and completing the much simpler format, it states 2 days to contact you - a text will be sent advising that the form has been received. If no mobile the surgery will phone the patient.

Telephone - new system of queuing number and ability to be put through to the service you require is a great improvement.

Surgery waiting rooms. Comments received from several sources - too much clutter on the walls, bits of paper stuck up and looks untidy. Does anybody read them? Shaun advised that certain notices are required by NHS England. Shaun will review.

Staff. Doctor's and nurse's are the best but some reception staff can be very curt, off hand and have no patience especially with elderly patients.
Currently 8 receptionists, part time, 6 Doctor's plus 1 long-term locum until end of July this year and 3 Trainee registrar's .

SW suggested that all PPG members encourage to bring to meetings new members in order to broaden our representation.

Repeat Prescriptions - these can be requested via the practice website by selecting "online Triage" or Patients Access tab. These can be done via the NHS app or Patient Access app or by dropping off the relevant form at the surgery.

As you may recall Dr.Taylor left the practice in March and Dr.Thompson who was taking appointments during Covid has now fully retired.

NB since our meeting some changes have already taken place on the practice website.

Next meeting 16 November 2022 at 1.30pm Emerson Suite Festival Hall