



Willaston Surgery PPG Meeting

15.08.2022 @ 18:30pm @ Willaston Surgery

In attendance:

Jean Pace Head of Clinical Services CWP
 Ellie Malam Office Manager
 John Woodrow PPG Chairman
 Mr and Mrs Ridgeway

Ref	Title of item	Format	Presented by	Time
Committee Governance				
1	Welcome, apologies and quoracy - Apologies: Kate Paradysz, Primary Care Lead			
2	Declarations of interest - None			
3	Minutes of the previous meeting – discussed - Pre-recorded phone message to be shortened - Explained logistics of arranging locum GPs to cover sickness and annual leave - Feedback is that patients are receiving an improved service recently and patient assistants are more responsive - The surgery is now fully staffed, with ongoing training and ability to carry out more training for patient assistants now shifts are covered. - The practice team is aiming to add staff photos to the surgery website as requested by the end of August. - DNA policy (did not attend) is being reviewed by CWP business manager and figures will be displayed again in the waiting room as has been the case previously.			
PPG Requests to Discuss				
4	Appointment Bookings - Explained that default appointments with Drs Hamilton and Martin are face-to-face. Dr Howard is conducting telephone consultations, then bringing patients down if needing to be seen face to face			
5	'Best performing surgery in Cheshire' - Asked attendees what it was that made the surgery the Best in Cheshire; advised that it was easier to get an appointment and could pre-book appointments sooner than currently.			
Surgery to Discuss				
6	Appointment Figures – see attached Phone Reports – see attached - Discussed that we are currently offering what the majority of patients have requested, by having 2 of 3 GPs offering face-to-face appointments as the default and with the ability to change the appointment type to a phone consultation if this is			

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	more suitable for the patient. All patient assistants are aware this is how we are to book appointments.			
7	How best to circulate PPG minutes? - PPG minutes to be added to surgery website moving forward			
9	Feedback questionnaires Friends and Family Test via text - Being sent out more regularly; link to surgery website texted to patients and questionnaires to be completed on the website. - Paper versions of questionnaire are available in surgery if this is patient preference.			
11	Facebook Pilot - Ellie has discussed social media options with CWP's Communications Manager and it has been agreed the most appropriate platform for our goal is Facebook. Creation of a surgery Facebook page is under discussion and will need to be signed off by the trust. The plan is to run as a pilot initially, hopefully in September to communicate the flu/COVID booster campaign information.			
12	Newsletter quarterly - There will be quarterly newsletters again, next one due end of September 2022 - These will be printed and left in the waiting room and also available on the website			
13	Patients emailing information to GPs and GPs do not have it available for appointments. - Ellie explained that individual emails are not forwarded to the GPs; they go through the workflow process via the patient assistant team as below: - Emails received with information or attachments for the attention of a GP: - Emails are scanned/attached to the patients record. - The information is available to the GP when they speak to the patient for an appointment or when completing an admin task for the patient. This process has always been the case and individual GPs should not be emailed directly as the email will not be attached to patient records.			
14	Dates to be agreed for PPG Meetings - Agreed to find a date in October 2022 for a meeting in the village hall to enable more people to attend. Date and time TBC and is COVID-dependent - Aim is to meet 2-3 times per year and invite different members of the primary care team to give talks at the meetings e.g. PCN staff - John to check availability of village hall for October dates.			
Any other business				
15	Any other business Parking - Ellie informed the PPG that the CWP Estates Team have visited the surgery. Ellie advised that we want to split the car park between staff and patient parking and to have this clearly signposted. - There will also be a clearly marked disabled parking space			

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	re-instated closest to the front door of the surgery. - Awaiting contractors to come and measure up the car park to see if we can add any additional spaces. ONGOING.			
CLOSE 19:30				
Date, time and venue of the next meeting TBC October 2022				

Appointments

- Total all appointments (including telephone consultations) since 18.07.2022 – 885
 - Total Face to Face Appointments since 18.07.2022 – 624
 - Total GP Face to Face Appointments since 18.07.2022 – 381
 - **61% of all Face to Face Appointments with GPs**
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- Ratio of Patients per GP
 - 1500:1

New Phone System

Average 3000 phone calls a month, consistent upward trend in % phone calls being answered

July 2022

CSQ Name	Service Leve...	Calls Presen...	Calls Handled	Percent Han...
Willaston	5	3092	2905	93.95

June 2022

CSQ Name	Service Leve...	Calls Presen...	Calls Handled	Percent Han...
Willaston	5	2965	2736	92.28

May 2022

CSQ Name	Service Leve...	Calls Presen...	Calls Handled	Percent Han...
Willaston	5	3403	3126	91.86

April 2022

CSQ Name	Service Leve...	Calls Presen...	Calls Handled	Percent Han...
Willaston	5	3243	2930	90.35

**New phone system went live on
Thursday 24th March 2022**