



Willaston Surgery PPG Meeting

17.10.2022 @ 19:30pm @ Willaston Methodist Chapel

In attendance:
 Jean Pace Head of Clinical Services CWP
 Ellie Malam Office Manager
 Dr Richard Martin Salaried GP
 John Woodrow PPG Chairman
 Patients from Willaston Surgery

Ref	Title of item
1	Welcome, apologies and quoracy Apologies: Kate Paradysz, Primary Care Lead
2	John Woodrow welcomed patients and staff attending meeting and reminded those attending that this is an open forum to ask general questions, not to ask about specific personal situations.
Surgery Update	
3	<ul style="list-style-type: none"> - Ellie Malam Office Manager - EM mentioned that we want to create an open channel of communication between our patients and the surgery, EM is happy to speak with patients at any time via email, phone call or if they call into the surgery. Feedback is key to making improvements and shows that we are listening to our patients and responding to their needs. - Discussed the main theme of unhappiness amongst patients over the last 3-4 weeks is surrounding the inability to book appointments with a GP in advance. - EM informed those in attendance that a large piece of work has been undertaken to redesign our appointments system. This means that from the 1st November, patients will be able to pre-book appointments one week in advance, with appointments released 1 week in advance. This will be a split of approximately 50% pre-bookable GP appointments, 40% on the day appointments and 10% URGENT on the day appointments. - Flu and COVID vaccinations - Flu vaccinations will continue at the surgery as quickly as we can offer appointments, however it is likely that our Primary Care Network surgery Neston Medical Centre will carry out COVID booster clinics for our patients. This is to be confirmed and communicated to patients via email and website. We are hoping to recruit a second part-time practice nurse, which will increase our ability to offer vaccinations. - GP Cover for sickness and annual leave - EM explained that as we are an NHS Trust run service, not a GP Partner run surgery, this means we do not have ready access to locum agencies for cover as other surgeries may do. There is work going on in the background by the CWP management team to see if we can expand the locum availability by utilising other channels. Work ongoing. - CPCS Scheme – Community Pharmacy Referral Scheme - We have a service that has expanded and become more accessible to more patients for minor ailments and minor illnesses e.g. water infections. Criteria to be added to

Ref	Title of item
	<p>surgery website so all patients are aware of alternative services available.</p> <ul style="list-style-type: none"> - BP Checks at local pharmacy - All pharmacies should now offer BP checks on site for patients, this can also be used as alternative if we are unable to offer appointments at the surgery due to sickness etc. Patients are referred back to the surgery with their readings for clinical safety.
Patients Raised for further actions	
4	<ul style="list-style-type: none"> - Availability of Online appointments? - The aim is to have all pre-bookable GP appointments also as online bookable
5	<ul style="list-style-type: none"> - How are patients informed of meetings? - Patients will be informed via email (if email address provided today or at a future date), via the Practice website, notices on village noticeboards and also word of mouth within the village
6	<ul style="list-style-type: none"> - Extended Hours service now closed? - Due to a national directive, the Extended Hours service run by CWP closed permanently on 30th Sept as responsibility for access to primary care outside of normal hours has been devolved to Primary Care Networks. From 1st October 2022, a new service is in place called "Enhanced Access" run by our Primary Care Network. The timetable for the new service is being finalised and will be published on the surgery website to inform patients of availability and locations of appointments. Appointments during weekday evenings and on Saturdays are available and provided more locally for our patients.
7	<ul style="list-style-type: none"> - Can patients receive Travel Vaccinations at the surgery? - Currently this is not a service that we offer. EM and JP to look into this further and publish an update on the surgery website.
8	<ul style="list-style-type: none"> - Can patients have video consultations with a clinician? - Currently this is not something that we offer, but we do have the ability to. EM expressed a want to get the appointment system working as best as possible with the changes from 1st November before making any further changes. This does not mean we will not consider it, but it will not be an immediate consideration.
9	<ul style="list-style-type: none"> - If a patient has chased results a number of times, what is the process? - EM explained that if a patient has chased a result (and the result is available on the system but has not been reviewed by a clinician) then this should be escalated to the duty GP by one of the Patient Assistants. EM to mention this at next admin meeting and offer training where needed.
10	<ul style="list-style-type: none"> - New Phone System - JP asked for feedback on the new phone system and shortened recording when patients call into the surgery. Patient feedback was that the shorter message is much better as they get through quicker and into the queue quicker.
11	<ul style="list-style-type: none"> - Private GP or Consultant Appointments - Dr Martin was asked for his opinion on patients making private GP appointments or being referred privately to a Private Consultant for treatment. Dr Martin has no problem with patients being seen privately as it is entirely personal/patient choice to opt to seek private appointments. EM mentioned that sometimes going privately can end up in a longer waiting time if the patient is to end up back in the NHS system, as if a patient needs referral back to the NHS for surgery or opts to go back into the NHS system, they do not 'skip the queue' and will have a lengthy wait as they would have originally.
CLOSE 20:30	
Date, time and venue of the next meeting TBC March 2023	

Useful Updates

Blood Tests at Countess of Chester Hospital

<https://www.coch.nhs.uk/blood-test-booking.aspx>

We have the option of booking blood tests at the Countess of Chester Hospital as well as at the surgery. Please click the link above to make a booking.

Please note: you cannot attend as a walk-in patient, you must have an appointment slot booked. You must also have collected your bloods form from the surgery, the Reception Team can print and leave this ready for you to collect.

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Private and Non-NHS Work

Please be aware, that as of 15.09.2022, we will be taking payments directly at the surgery again for anything classed as Non-NHS work as per the poster below:

Private & Non-NHS Work



Please be aware that from 15.09.2022, we will be taking payments directly here at the surgery for any work undertaken that is classed as Non-NHS Work. This includes:

- *Private Letter (including private referral letters) £30*
- *Adoption/Foster Medical £100*
- *Amry Medical £50*
- *DVLA Questionnaire £40*
- *DVLA Medical £85*
- *HGV/PCV/Taxi Medical/Report £120*
- *Holiday Cancellation Form to be completed by GP £30*
- *Insurance Claim Form to be completed by GP £30*
- *Private Medical Claims Form £50*
- *Shotgun/Firearms Licence Form to be completed by GP £40*
- *Veterans UK Form to be completed by GP £40*
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The above costs are unless otherwise stated within the form received to be completed. Payment will be required on collection of the completed form from reception.

We are only able to accept cash or cheques. Cheques are to be made out to Cheshire and Wirral NHSFT (not Willaston Surgery, we cannot bank these).

Thanks
Willaston Surgery Team

Helping people to be
the best they can be



August 2022 v1 EM

Please be aware that from the 30th June 2022, the email address for the surgery changed to: cmicb-cheshire.willastonsurgery@nhs.net

We no longer have a fax machine at the surgery.

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If you have any friends, family or contacts that would like to be on the PPG email distribution list, please ask them to email the surgery on the above email FAO Ellie with their email address they would like to be added.

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Feedback

We welcome any feedback from patients; whether this is good, bad or something in between!

If we aren't aware of issues or personal adjustments that are required, we cannot work to rectify them.

Please do not hesitate to contact Office Manager Ellie Malam via the surgery email address with any concerns, informal complaints or compliments for the surgery staff.

This will all help increase our productivity, efficiency as a surgery team and boost morale.

Many thanks for taking the time to read these minutes and updates.

**Ellie Malam
Office Manager**