

### **Church Street Surgery PPG**

**Date - Tuesday 11<sup>th</sup> October 2022**

**Time - 2.30pm at the Surgery Meeting Room**

In attendance:

Stella Baldwin, Peter Hill, Kathleen Hill, Bob Hart, Janette Burgess, Keith Skirving

Dr Paul Williams, Sally Hookes Site Manager

Apologies: Di Smith

---

Item	Description	
1	Welcome And to Keith Skirving our new PPG member	Welcome and introductions for new member Keith Skirving. Keith is a long time patient with CSS and previously worked as a District Valuer
2	<p>Matters arising/Actions</p> <p><b>Car park spaces at front</b>, letter to CEO WFHP and responses following.</p> <ul style="list-style-type: none"> <li>- Discuss what next?</li> </ul> <p><b>Recruit new members</b></p> <ul style="list-style-type: none"> <li>- Invite leaflet handed out to patients in surgery</li> <li>- Invite to Schools/college in September?</li> </ul> <p><b>Q Buster</b> on phone line and how it's working for patients</p>	<p>Letters to Clare Nock and response back shared with the group – WFHP are unable to fund the £90k+ cost of the car park development so at present there is no further action.</p> <p>GPs still handing out invite letters for potential PPG recruits. JB has not had any further updates from schools / colleges</p> <p>Q -Buster on phone is offered if 8 or more in the queue in front – can only be offered to those NOT withholding their number. Members report that when calling recently there was a</p>

-  **Bewdley Medical Centre**
-  **The Church Street Surgery**
-  **Hagley Surgery**
-  **Kidderminster Medical Centre**
-  **Stourport Medical Centre**

		number system in place advising queue position
<b>3</b>	<p><b>Latest News and developments, incl Staffing, volume of work etc.</b></p> <p>Church St Surgery services through the years.</p> <p>Requests for feedback from patients</p>	<p>Dr Pruce is now GP Partner Site Lead with Dr Williams stepping down 1.9.22. Currently recruiting for new practice administrator as existing staff member, who has been in post for 46 years, is leaving at the end of October. Dr Robinson is on maternity leave and has given birth to a little girl, Dr Harrison is due to go on maternity leave in December 2023.</p> <p>Currently recruiting another Full Time receptionist and have appointed an additional dual role staff member who will cover both admin &amp; reception</p> <p>Kathleen reported on comments in the media about services that GPs are to provide. She commented, and all members agreed, that she felt that CSS had offered these services for many years.</p> <p>Discussion regarding the Friends and Family Test (FFT) messages that are sent via text to patients (basically an exit poll) – these are a contractual requirement and have to be</p>

-  **Bewdley Medical Centre**
-  **The Church Street Surgery**
-  **Hagley Surgery**
-  **Kidderminster Medical Centre**
-  **Stourport Medical Centre**

	<b>Care Quality Commission Inspection</b>	<p>done. The data is collated at the end of each calendar month and discussed at the Quality &amp; Performance (Q&amp;P) meeting and also at WFHP Board.</p> <p>National GP survey is undertaken in January each year and questionnaires are sent by post by NHS England, return is always very low. Recent survey results published are very positive for CSS – we will be doing an action plan based on the results.</p> <p><b>Action. Discuss at next meeting</b></p> <p>Shortly after the last meeting we were made aware that we were being inspected by the CQC on 28 July 2022. Inspection involved a lot of work and preparation with the whole team pulling together. It was a very positive experience and we were awarded a “Good” in all areas which we were all delighted with.( GP practices are now very rarely given “outstanding” )</p>
<b>4</b>	<b>Feedback from WFHP PPGs meeting with CEO and Chair</b> Extended Access	<p>This recent meeting was attended by Stella (host) and Bob and Keith.</p> <p>GPs now have to provide services from 8am-8pm.</p> <p>WFHP practices offer these services over two sites with CSS &amp; Hagley patients accessing them at Kidd Med Ctre. There are GP calls &amp;</p>

-  **Bewdley Medical Centre**
-  **The Church Street Surgery**
-  **Hagley Surgery**
-  **Kidderminster Medical Centre**
-  **Stourport Medical Centre**

	<p>Staff Morale and MH First Aider</p> <p>Covid/Flu Vacc campaign</p>	<p>face to face along with HCA and nurse appointments. Bob asked how patients would know about this. Sally..Receptionists should be aware of these slots and offer them.</p> <p>All WFHP staff have access to a Mental Health First Aider and we are aware that a number of staff have accessed this service</p> <p>Covid / Flu campaign is now underway – Covid boosters are offered to all those over 50 and those under 50 in “at risk” groups. Nursing &amp; Care Home patient’s vaccination will be organised by the central WFHP team. However the housebound patients need to be organised by CSS – we will be reviewing the list of those patients coded as housebound and will be offering a drive through clinic as well as home visits to enable us to complete the campaign ASAP</p>
5	<p><b>Notice Board</b> for PPG</p> <p><b>Info on screens</b> in waiting room</p>	<p>Notice board in situ in waiting area.</p> <p>Action: SB has noticed an error so will review and replace</p> <p>Discussion about patient information screens in the waiting area and the content.</p> <p>Dr PW reported that he felt the content on the BMC screens was very</p>

-  Bewdley Medical Centre
-  The Church Street Surgery
-  Hagley Surgery
-  Kidderminster Medical Centre
-  Stourport Medical Centre

		<p>informative.</p> <p><b>ACTION: SH to obtain BMC slides</b></p> <p><b>SB will also take to Board</b></p>
6	<p>AOB</p> <p><b><u>Date of next meeting Tuesday 10 January 2023 at 2.30pm – Dr Pruce to attend</u></b></p>	<p>SB will be stepping down as the Patient Representative on the WFHP Board</p>