

Churchmere Medical Group Patient Group

Meeting

Date: 26 October 2022

Venue: Ellesmere Town Hall

Present:

Practice Representative: Jenny Davies (JD), Managing Partner

Whitchurch: Peggy Mullock (PM), Christine Crowther (CC), David Cooper (DC), Fay Barrow (FB), Terrie Hewitt (TH), Bev Duffy (BD)

Ellesmere: Mary Goulbourne (MG), Clive Taylor (CT), Anne Wignall (AW), Julia Reid (JR)

Apologies: Elaine Ashley (EA), Data & Quality Assurance, Ann Eleazer (AE), Roberta Davies (RD), Tessa Lanstein (TL), Janet Howarth (JH).

1 Welcome (meeting opened at 1800 hrs)

Meeting was opened by PM. Round table introductions made. Jane Quinn has left the group as moved away and Bev Duffy has returned to the group.

2. Minutes of last meeting

Minutes of last meeting agreed and no matters arising.

3. Update on Telephone System and Patient Survey

JD thanked the group for support with the Patient Survey. Results showed significant improvement since the new telephone system has been installed and offering a call back service. The members of the group reported less negative feedback from patients generally about the telephone system. Practice would invite support from the communications subgroup to support with educating patients on the option of the call back service and when to call for urgent and routine matters as there are peak times that should be avoided for routine matters.

4. Flu & COVID vaccinations

So far the practice has completed two dual vaccination clinics with over 2000 COVID and flu vaccinations administered. All nursing home residents vaccinated and around 100 housebound vaccinated, with many more to complete. Practice continuing to encourage patients to book and have their flu vaccination.

JD thanked the group for support at the clinics. PM wanted to pass thanks back to the staff at the practice. Practice also very grateful to all staff that worked their weekends as extra to ensure patients protected by received their vaccination. The clinics had worked excellently, and a lot of positive feedback received from patients.

5. Update on new Health Centre in Whitchurch

Groundworks almost complete and footings in place. All work on schedule.

MG raised concern on behalf of Ellesmere residents that once the new health centre is built patients will be expected to travel to Whitchurch. JD explained that core GP services will be available in both towns.

JD explained Whitchurch desperately in need of more space to be able to offer more clinics and improve working conditions for staff at the practice. Group raised concerns about lack of resources and workforce. JD hopes that the new, improved working environment will attract and retain new staff.

PM explained that this new premises will be positive and hopefully mean services are provided more locally in the community, reducing the need to travel so far.

6. AOB

- AW querying how enhanced access is working at the practice. JD explained the practice had been offering this for many years and continue to do so. Appointments are available on evenings and Saturdays with a variety of clinicians
- AW highlighted that a new food bank for Ellesmere is being setup in conjunction with Our Space. The project nearing publicity stage. Various members of the group offered support.
- TH raised that the aims and objective of the group need agreeing. TH will share thoughts of the subgroup via email and JD will ask EA to add this to the agenda for the next meeting.
- MG raised that she felt as though the group is not doing much. Other members also wished for the group to be more 'active'. Discussion about the function of the group and being a critical friend to the practice. JR felt the meeting had focussed on positives and not addressed areas that need

improving. JD raised that the Practice cannot drive the group forward. The Practice can support and work with the group however the members need to be proactive and bring ideas to the meetings. MG and AW will join communications group. JD feels that the group still relatively new after being re-established and this can all be discussed when agreeing aims and objectives.

Date of next meeting: Quarter 1 of 2023 (exact date TBC)