

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 13 January 2016**  
**5.30pm – 6.30pm**

Present: Dorothy Carter, Sue Wallis (Warrington Health Plus) Angela Fell, Richard Utley, Susan Scales-Barlow, Karen Chriscoli  
Apologies: Peter Whitehead, David Lamb, Diane Bowers, Kath Douglas-Furner, Joanne Price, Laura Fargher, Bernie Wilkinson, Zoe Thompson

**Warrington Health Plus update from Sue Wallis**

[Warrington Health Plus Update January 2015.pdf](#)

See link

- Discussion of the work by Warrington Health Plus and the Practice in the last 18 months.
- Focus on the work carried out on Nursing Home Project. A team of GP's, Nurses and Pharmacists working together to proactively care for patients residing in Nursing Homes. The Pharmacy team has made savings of
- Early stages of "Warrington Brand" – what every patient can expect from their GP.
- Increased work by Practices in Clusters.
- Working alongside Social Care teams; the Practice is taking part in a pilot scheme for closer collaboration between General Practice and Social Care. We have 2 Social Care Assistant Practitioners and a Link Worker who will attend the Practice on a weekly basis and work with our clinicians to ensure social care referrals are dealt with timely and appropriately.

**Access**

We found the processes introduced in October were unproductive in managing demand and caused increased stress for the team. The GP's currently have a list of 35 slots for telephone consultations each day plus 5 review slots daily for patients they want to follow up. The GP's and Management team are reviewing the access for patients alongside awareness of new guidance/expectations for managing demand which we will be receiving from Warrington Clinical Commissioning Group over the coming months.

**Patient Information Kiosk**

Warrington Health Plus are providing the Practice with a "patient information kiosk". It will be situated in main reception area and will be useful for patients gaining information about external services that may be able to help them.

## **National GP Patient Survey & FFT**

- Discussion about recent results from National GP Patient Survey.
- A very small percentage of patients received and returned the survey.
- The survey took place between January to July 2015 before improvements to the telephone system.
- The Group agreed to discuss carrying out a similar survey in-house/on-line. To be discussed at next meeting in February.
- Overview of Friends and Family Test results; Practice response to comments are displayed in surgery each month and can be viewed on the website. Although numbers have reduced over the 12 months, the amount of positive comments remains the same but negative comments have reduced.

## **Website update**

- Work being done to put more information about self-care on to website; for example updated information about diabetes and hypertension.
- New links to external service providers/advice.

## **Date for next meetings**

**Wednesday 24 February 2016 at 5.30 pm**

**Wednesday 20 April 2016 at 5.30 pm**

**Wednesday 15 June 2016 at 5.30 pm**