

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**

**Wednesday 14 March 2018**

**5.30pm – 6.30pm**

**Present: Richard Utely, Dave Lamb, Peter Whitehead, Laura Fargher, Susan Scales, Diane Bowers, Bernie Wilkinson, Karen Chriscoli, Jan Tudor**

**Apologies: Kath Douglas-Furner, Joanne Price**

**Speaker -**

***Jan Tudor***

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[https://www.warrington.gov.uk/info/201118/neighbourhoods/381/neighbourhoods\\_in\\_warrington/4](https://www.warrington.gov.uk/info/201118/neighbourhoods/381/neighbourhoods_in_warrington/4)

- Advice on activities taking place in your area eg exercise classes, lunch clubs, art classes etc.
- Offer advice or signpost you to Council Services eg energy efficiency, Trading Standards, WhiA, etc.
- Get South of Warrington 'on line' by offering FREE basic IT courses & a regular weekly 'Digital Drop In' sessions
- If you have a community project in need of funding, we can advise where you could try for funding to help your project eg youth activities, lunch club, community event etc.
- Provide a Wellbeing Service where individuals can receive support on lifestyle change or be accompanied to local activities.
- Advise on local volunteering opportunities, learn new skills & support your community by volunteering

Jan's team is available to support the Practice team to deliver help, support and guidance to patients who do not need a clinical intervention. The Practice team can refer patients to the service or give patients the contact numbers to approach themselves.

Jan's team will work closely with the Practice in promoting monthly public health campaigns and during flu vaccination season.

The Practice Reception team have been engaged in Warrington CCG training programme "Care Navigators" where they have been given additional training to become "Patient Advisors" enabling them to signpost patients to other care providers when clinical advice is not required. Further details will be given over the next few months as the programme is rolled out across all Warrington GP Practices. (Karen has shared a patient advisor poster with the PPG for feedback and with Warrington CCG who will act on further required changes). Draft attached.

[Our receptionists are trained Patient Advisors poster.docx](#)

Patient Advisors will have access to My Life Warrington directory of services to help them signpost patients to appropriate service providers.

<https://www.mylifewarrington.co.uk/kb5/warrington/directory/home.page>

Delivering Prevention in Primary Care – feedback from Laura Fargher (PPG)

[Delivering Prevention in Primary Care - summary slides.pptm](#)

Laura attended a Public Health presentation about Warrington Public Health campaigns for health promotion/prevention.

Warrington Brand Priorities for 2018:

Change 4 Life

Cancer

Mental Health

Blood Pressure

Healthy Ageing

Alcohol

See the attached presentation for further information.

The Practice will also be taking part in a pilot for identifying undiagnosed hypertension. Details were shared at the last PPG meeting.

## Appointment System update

### Appointment System changes

Listened to feedback for pre-booking

Need to balance demand for acute care/routine care

### Duty Team

Majority of care will be offered in a morning for those patients who request appointment for an acute medical problem.

In addition to face to face appointments the duty team will also have telephone consultation slots which can be booked as appropriate.

Pre-bookable appointment slots

On-line access – early morning surgery  
3 slots from 8.50am  
2/3 slots from 4.40pm

Medication review appointments – mornings x 2

Doctor request review appointments - afternoon x 2 (should be documented in records.

GP review telephone call back – afternoon x 3 (Dr will book themselves)

Daily routine appointments available most afternoons – book on the day

Problem – how do we manage the demand for needing to be seen soon but not acutely urgent for today? Do we refer to supervisor to book slots but how many can we release 48 hours ahead without reducing on the day capacity? 2 weeks around Easter there will be reduction in book on the day routine appointments as we manage demand/annual leave.

### Friends and Family Test (FFT)

Request for volunteers to promote the FFT and to hand out the cards to patients. Numbers have fallen recently, clinicians' don't always feel comfortable handing out the slips at the end of consultations.

### Notice Boards

We will be renewing and updating all notice boards within the Practice, with defined topics:

- Welcome Board

- Statutory information including PPG information

- Community Corner

- Prescriptions information

- Seasonal clinical information boards in waiting area 2

- Staff Health & Wellbeing boards

Boards will be tied to Public Health Warrington campaigns

### Date for next meeting

Wednesday 9 May 2018 at 5.30pm

