

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
Wednesday 14 May 2014
5.30pm – 6.30pm

Present: Karen Chriscoli, Roy Knight, Peter Whitehead, Bernie Wilkinson, Jack Froggatt, Jan Messenger, Andrew Renshaw, Kit Heald, Hilary Wood, Susan Scales-Barlow, Julie Scholes

Apologies: Allan Mackie, Dorothy Carter, Heather Miller, Megan Owens, Zoe Thompson

Welcome

To 3 new members of the group, Andrew, Jan and Peter

PPG new members/virtual group registrations

We have had more people registering for the virtual group following on from patient survey. Not everyone who has been contacted has registered via the Practice website yet.

Dr First – update/ Telephone Messages -

Feedback so far from patients is that they love it. Admin team role is less stressful, fewer complaints. GP's are struggling with workload – demand hasn't dropped/reduced throughout the day. Taken decision to alter phone message mid-afternoon to advise that calls after this will be for urgent problems only. Advise patients to phone earlier in day for routine problems. Message will also be in place to enable clinical meetings to take place and also post bank holiday to manage demand/keep workload at a safe level. The Practice has found that if patients are informed of the reason why access is reduced they are more understanding – frustration occurs when access is reduced without any explanation.

Self –care

Will be promoted by Practice in the coming months as an aid to manage demand and promote sustainable use of General Practice.

Video shown to group from Productive General Practice program – Self-care.

http://www.institute.nhs.uk/productive_general_practice/general/productive_general_practice_homepage.html

Best ways to promote?

- On Practice website
- Dedicated area within the surgery
- Reception team – advice on phone where to find information
- Leaflets in surgery
- GP's – information leaflets

Group pointed out the need to have safety nets in place so that patients do not lose trust or think that they are being “fobbed off”.

Self-care is an area that Warrington CCG are hoping to promote – Bev and Karen are attending a meeting about this Monday 19 May.

Warrington Primary Care Home

Power point presentation (Warrington CCG) shared with group regarding PM Challenge Fund and “Primary Care Home” (PCH).

- Early stages of project, still lots for CCG to iron out.
- Reaction to rising demands and patient expectations of general practice – at present , demand on the service is not sustainable.
- Right care in the right place at the right time
- PCH –will be groups of Practices working together to ensure that their patients have access to treatment within their locality rather than having to travel to hospital
- Stockton Heath is part of the first pilot group to begin the work in South Warrington area
- Residential home cover will be shared among Practices
- At present no plans to extend patient access beyond current hours – Monday to Sunday 8am to 8pm was spin used by the Government. **If** it does happen it will be shared responsibility within the cluster groups.
- Further information will be available in the coming weeks and will be shared at the next meeting (date below). Karen and Dorothy Carter (PPG member) will attend a further CCG meeting solely on this topic early June.

Feedback from CCG meeting

Bridgewater Healthcare – Service provider not discussed – slides will be shared once Karen receives them. A member of the Bridgewater team will attend PPG meeting in the next few months and also a staff meeting to discuss the services they offer.

PPG Awareness week – 2nd – 7th June – We will be borrowing a standing banner promoting PPG. If any member of PPG wishes to attend to talk to patients about the group please email Karen.

Carer's Week 9th – 14th June - Julie Howson from WIRED carers will be holding a mini-event within the Practice - Monday 9 June 1-3pm (possibly subject to change)

Charity adoption – Surgery has adopted “Walton Lea Partnership” as a local charity which we will support with “dress down” days – donations from staff will be collected and given to the charity every few months. (Link to the charity is on our website under “Charity websites”. The charity has made 2 hanging baskets which the Practice has purchased to brighten up our entrance. They will also help by making a scarecrow for Stockton Heath Festival.

The Practice hope to have a stall at the festival to promote self-care, Andrew will check if there is availability.

Electronic prescribing – is launched Thursday 22 May, staff will receive further training the day before. Patients will be able to nominate which pharmacy they would like to collect their prescription. Further information is available on leaflets within the Practice and local pharmacies.

Date for next meeting – Wednesday 25 June 2014, 5.30pm