

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 25 April 2015**  
**5.30pm – 6.30pm**

**Present: Karen Chriscoli, Katharine Douglas-Furner, Angela Fell, Susan Scales-Barlow, Moyra Pethybridge, Zoe Thompson**  
**Apologies: Peter Whitehead, Diane Bowers, Dorothy Carter, David Lamb**

**Access and Telephones/ Warrington Health Plus – update**

Funding for telephone upgrade approved at end of March – work in process, will hopefully be completed in next 6-8 weeks.

Access - The Partners, Management Team and representatives from Warrington CCG have met twice with NHS England Contracts Manager and Patient Safety and Patient Engagement in March to discuss the access problem. Support offered in patient communication but no discussion around possible extra funding.

Action plan shared with the group

Analysis of access and finances now completed, further meeting of Partners, Management and Warrington CCG to be held 20 April. Patient complaints and feedback about appointment system will be reviewed prior to any decision being made on any changes.

Details of projects the Practice is involved with Warrington Health Plus to address demand problems within South Warrington Cluster: Stockton Heath, Stretton, Lymm and Latchford

Nursing Home Project – This project is part of South Warrington cluster and aims to work across all nursing homes and residential care homes in South Warrington providing additional GP and Nurse cover. The Practice team has been leading this project and has worked with Belong, Summerville Nursing Home and Arlington House so far. Over 10 Nursing homes are registered for care from the Practice and we are working with the Nursing Homes to ensure that care plans are up-to-date and they're teams use the services efficiently

Extended Access Project – extended hours for non-urgent care available (preferably for working people) at Bath Street 6pm- 8pm weeknights and 8am -8pm Saturdays and Sundays.

Acute Access Project – soon to be introduced and based at our surgery for South Warrington patients. Working with Warrington Health Plus and Bridgewater Health Care; a GP and Nurse Practitioner – Monday/Tuesday and Friday for acute medical problems; telephone advice, signposting and face to face consultations.

### **Data Protection**

Concern raised over sharing of patient information. Group reassured that no patient identifiable information is shared without patient consent. Information about Summary Care Records and Patient Care Data shared with group (both available on surgery website).

Information shared about Patient Access – patients can now register to book appointments/request prescription and view their medical record on-line. Patients must attend surgery with their ID to obtain log in. (further information available on surgery website).

### **Complaints, Friends and Family Test and Compliments**

Discussion of overview of complaints/topics received. Discussion of results from FFT (available on surgery website). Overview of compliments received – discussion of need to acknowledge the good clinical and administrative care that many patients receive. Majority of complaints received focus on problems of access and telephones; both of which the Practice team are trying to address.

**Aim for the group for next 12 months** – Request for the group to develop 3 aims for the next 12 months. firm decision will need be made at next meeting. One suggestion put forward – to support the Practice team in educating patients about self-care and using the services provided efficiently.

### **Booking in screen – location**

(Request to put on agenda due to increasing queues – difficult to see or get to).

The screen is situated in the only location it can be in. The purpose of the screen is to reduce queues. Once again request staff members to advocate use of the screen. Advertise with A-frame in good position.

### **Stockton Heath Festival – 4 July 2015**

Following successful attendance at last year's festival. Group thought it was good publicity for Practice. Opportunity to speak to patients about work the Practice is doing/Advertise PPG/Self-Care.

2 volunteers from Practice team – Bev and Julie

1 volunteer from PPG so far - Kath.

We need more volunteers please. Aim is to cover a stall for 4 hours on Saturday 4 July 10am to 2pm. (Karen will book a stall). (Apologies from Karen & Bernie, both away on holiday so unable to attend – both report enjoying the session last year!).

Newsletter – draft discussed for new layout.

- **Date for next meetings –**

**17<sup>th</sup> June 2015** - Mental Health will be added to this agenda

**19<sup>th</sup> August 2015**

**14 October 2015**