

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
Wednesday 17 January 2018
5.30pm – 6.30pm

Attendees: Peter Whitehead, Kath Douglas-Furner, Angela Fell, Richard Utely, Bernie Wilkinson, Karen Chriscoli

Apologies: Dave Lamb, Moyra Pethybridge, Susan Scales, Joanne Price, Diane Bowers, Dorothy Carter, Laura Fargher

Speakers:

Carole Hugall, Director of Clinical Integration and **Rachel Mellor**, Programme Manager, Warrington Accountable care Partnership
“Warrington Together”

[Warrington Together presentation January 2018.pptx](#)

“Together we will enable the people of Warrington to enjoy happier and healthier lives by transforming the way we use our collective resources.”

Working collaboratively:

Bridgewater Community HealthCare/Warrington & Halton Hospital NHS Foundation Trust/North West Boroughs HealthCare/Warrington Clinical Commissioning Group/Warrington Borough Council

- Population based model rather than registered GP List
- Based around primary care
- 28 points of delivery (GP practices), 4 neighbourhoods, 1 borough
- Prevention and self- management
- Timely and appropriate management of complex patients
- Neighbourhood integrated teams provide rapid response and manage complex patients - timely and appropriate care outside of hospital
- Whilst each neighbourhood provides consistency in delivery and access, the offer will be tailored to each neighbourhood/communities needs

PPG members raised concerns that education partners were not included – this would help to educate patients from a young age of how to access healthcare/self-care.

PPG members also raised concerns that similar projects had taken place previously and hadn't been a success.

Welcome to the team news

New GP's Dr Alero Olupitan (4 sessions per week increasing to 6 sessions from February) Dr Ahmed Abou Steit (4 sessions per week) Suzanne McLoughlin, Health Care Assistant 30 hours per week.

Booking in screen....up and running

New screen has been in place since beginning of December. Reminder for patients to use hand sanitiser has been moved closer to the screen.

Appointment system change ideas

The Practice managed demand for the Christmas period by having a shared list for all GP's which was booked on the day. We noticed that demand did drop off in the afternoon and we would like to trial having all "on the day demand" dealt with in a morning (advising patients that they need to contact us in a morning if they have an acute need that needs to be dealt with that day). Patients would still need to understand that there is a capacity that would have to be worked within and once this is reached they would be signposted to other help (111, Extended Access, Pharmacy) This would allow us to release more advance bookings for pre-booking in an afternoon. We would still need to manage acute clinical need in an afternoon. PPG members present advised caution in releasing too many appointments in advance – they remembered similar systems not working too well.

The proposed changes will be trialled in Practice soon. Information will be communicated to patients about the changes.

Patient Access

There have been system updates to Patient Access which has caused some delays in moving forward with the project.

Please see link below for further information about how PPG's can help Practices to promote on-line access to appointments/prescriptions/medical record.

[Patient Access Briefing slide pack presentation for Practices - v1.0.pptx](#)

Following the meeting Laura (PPG) has offered some time to work with the Practice on this project.

Hypertension Project

The purpose of the pilot is to identify and treat patients in Warrington who have high blood pressure. 1 in 4 people have high blood pressure (high BP) but are unaware as it usually has no symptoms¹. It's a condition that can cause other serious health problems. The pilot uses up-to-date technology that will help you monitor and manage your own health.

[DEM1008 Patient Invitation to Participate Hypertension pilot.rtf](#)

[DEM1009 Information for Patients Hypertension Pilot.rtf](#)

[Public Health Champion Hypertension Pilot.docx](#)

CCG PPG Network Scoping Exercise

Healthwatch Warrington have agreed to undertake a scoping exercise relating to PPGs and the PPG Network. The idea of the scoping is to identify where each practice's PPGs are up to and if there are any development needs or support that is needed. The aim of the exercise is to support Practices and the PPG, in terms of standard action plans, templates, meeting records etc. And to explore the PPGs development into the Clusters. At the recent PPG Network meeting, this was supported by the Practice staff from surgeries that were in attendance. No representative from SHMC was present.

Please see links below:

[PPG Network Maturity Model.docx](#)

[PPGN RE SCOPING EXERCISEv3 \(3\).doc](#)

[CCG PPG Network Meeting Jan18 \(2\).docx](#)

PPG members present at tonight's meeting commented that they felt the PPG Network did not take into account that PPG's are individual to each Practice and that there is no "one size fits all" for PPG's. They will feed this back when responding to the scoping exercise.

CCG Self Care Phase 2

Please review link below for details.

[Self Care - PPG briefing and toolkit 2018.docx](#)

Date for next meeting

5.30PM WEDNESDAY 14 MARCH 2018