

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP

Wednesday 19 August 2015

5.30pm – 6.30pm

Present: Kath Douglas-Furner, Joanne Price, Peter Whitehead, Dave Lamb, Moyra Pethybridge, Janice Lamb, Susan Scales Barlow, Dorothy Carter, Karen Chriscoli, Sue Wallis & Suzy Angeluk (Warrington Health Plus)

Apologies: Bernie Wilkinson, Zoe Thompson

Welcome to Joanne,

Discussion of contents of next newsletter:

Smoking Cessation team information

Flu, shingles and Meningitis vaccination programmes

Three new GP Registrars joined the Practice August 1st: Dr Martin

Pigott, Dr Sharon Viner, Dr Samarah Jabir,

1 new medical receptionist, Beverley Edwards

1 new apprentice receptionist, Hannah White

New telephone system has led to quieter phones in an afternoon, not seen full potential yet as the reception team has been short staffed due to sickness and vacancies.

NHS Health Checks

221 carried out on bus

178 in-house

Further training for our Health Care Assistants and Administration team in September and October.

Visiting clinicians/support (following referral from GP):

Making Space Team – Fridays; offer Cognitive Behaviour Therapy to patients with psychological needs

ADS Team (Alcohol Drugs Service) – Friday afternoons

Smoking Cessation Team – Wednesday morning drop in clinic (other sites are available throughout the town).

Warrington Health Plus –Sue Wallis

[Warrington Health Plus Presentation PPG AUG 2015.ppt](#)

PPG/Warrington Health Plus Engagement meetings to be organised in the future

Prescriptions

Discussion about EPS – electronic prescriptions

Queries in-house – rejection information is normally passed on from GP to prescription team to pharmacist/patient

Notice given of Warrington Clinical Commissioning Group, Medicines Management Strategy consultation process – bulletin forwarded to group.

Copies of consultation survey available at the surgery reception.

Access

Following feedback from patients and further analysis of demand for access the following changes will take place from 7th September:

- Telephones will be available from 8am, doors will still open at 8.30am. We have staggered the start times of our reception team but need to cover from 7.50am to 6.20pm so we cannot have everyone starting at the earlier time. This earlier telephone start should hopefully help people who cannot make calls when on the way to work or school run.
- We will have more on-line appointments available to book in advance. Possibly 24 hours ahead – no firm decision made yet. As with normal appointment booking we will have a finite number. Please speak to receptionist for further details or visit website for Patient Access information.
- There will be a fortnightly review clinic for GP to book any follow up/review appointments rather than patient having to book a telephone consultation to arrange it.
- Analysis has shown that we need to offer more telephone consultations, to deal with the demand we will have a team of GP's doing telephone calls and another team doing the face to face consultations
- There will be a daily “admin GP” who will authorise the prescription requests and deal with correspondence from secondary care. This will help to manage the daily workload.

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Mental Health

Janice Lamb will give a presentation at October meeting – overview of service available and how the Medical Centre team can support them.

Social Media

Group agreed correct reaction to recent Street Life comments. Will keep any comments short and to the point directing them to surgery website for further information.

- Next meetings – Wednesday 14 October 2015 5.30pm

