

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 15 June 2016**  
**5.30pm – 6.30pm**

Present: Angela Fell, Dave Lamb, Tara Shaikh, Kath Douglas-Furner, Richard Utley, Susan Scales-Barlow, Karen Chriscoli

Apologies: Dorothy Carter, Peter Whitehead, Laura Fargher, Joanne Price, Moyra Pethybridge, Diane Bowers, Bernie Wilkinson, Zoe Thompson

**Appointment system changes**

Feedback/thoughts so far – charts

[Appointment Comparison charts](#)

The charts illustrate how much more efficiently we are using the appointments system during April 2016 in comparison with April 2015, by not duplicating work telephone consultation and a face to face appointment.

Reduction in complaints since start of new system.

More patients giving compliments verbally and in writing.

Number of on-line appointments seem to be correct at the moment, receptionists not having to take too many at late stage and not having feedback that patients are struggling to get an appointment.

Good uptake of medication review appointment slots saving patients from having to ring repeatedly to try to book appointment. The following is the information requested prior to medication review:

Check the review is due, the clinician may have indicated this already. The Script office, Health Care team or online *patient script request* will prompt the Patient for the following information by asking –

- What medications are they taking?
- Have they noticed any side effects?
- Are there any medications they have stopped taking?
- Do they take any other medications other than what is being prescribed.
- Other meds are i.e. over the counter, herbal, other peoples?

- Do they understand what their medications are for? {Patient can be referred to a pharmacy of their choice to have their medications explained}.

*Record in the patient medical record all of the above and where appropriate read code.*

Advance booking for people with carers – our Reception Supervisor will use their discretion when booking appointment for people who need to arrange time for carer's to bring them to surgery.

Concerns re Practice funding changes may have effect on number of services provided by Practice. (Practice Funding discussed at recent PPG meeting). Warrington CCG - Warrington Brand commissioning figures not confirmed yet.

### **Patient Access**

We now have almost 1400 patients registered for patient access to on-line appointments/prescriptions and access to medical records. A separate request form will go to GP if patient requests access to records and this can take a few weeks to process as GP will need to ensure problem page is up to date and that there is no information that could cause harm.

Prescription requests via Patient Access are for routine medication only, any request for acute or past medication would need to be sent via email.

Proxy access for parents accessing child's record is only open up to age 11 at which point the parent will receive a letter advising they need an appointment to discuss with GP.

### **CQC Safeguarding**

The Practice was nominated to be part of inspection for child safeguarding. The CCG Safeguarding team have received their report, verbal feedback to Practice was that the inspector was very impressed with the processes in place at our surgery  
3 Safeguarding Leads; Dr Ahluwalia, Bernie Wilkinson (both clinical) and Karen Chriscoli (admin lead)

- Child did not attend lists checked each month
- Child in need and child protection list checked each month.
- Looked after children process improved to ensure we receive the right information

All staff trained in safeguarding processes above level 2 for admin and level 3 for clinical

## **Relocation of GP Out of Hours in Warrington**

From 6 June 2016 until 29 July 2016 NHS Warrington CCG is holding an 8 week public consultation on proposed changes to the location of the GP Out of Hours service in Warrington.

### **What will change?**

The proposed change will see GP Out of Hours relocate from Warrington Hospital to Bath Street Health and Wellbeing Centre.

### **What will the change mean for patients?**

Bath Street Health and Wellbeing Centre is an NHS facility located in Warrington town centre. It will provide modern state of the art accommodation for the service and the local population. The town centre location is easily accessible, serviced by Warrington's main bus routes and has free parking and disabled bays on site.

### **We'd like to hear from you**

NHS Warrington CCG would like to hear your views about the proposed change. Your opinions matters to us and you could make a difference to the decision-making process.

To share your views and comments about how the change will affect you and your family in accessing the service please email: [ccg.communications@warringtonccg.nhs.uk](mailto:ccg.communications@warringtonccg.nhs.uk)

- Date for next meeting 7 September 2016