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**This report collates development and outcomes of Stockton Heath Medical Centre Patient Participation Group(PPG)/Virtual Patient Reference Group (VPRG), 2012/13.**

It contains:

- Agreed areas of priority with PPG
- Survey
- Profile of practice population and PPG/VPRG
- Process used to recruit to our PPG/VPRG
- Results from survey
- Aims for the PPG
- Practice opening times.

**January – March 2012**

*Group meetings in January and February highlighted problems with recruiting for the group.*

- *Continuing publicity required:*
- *new methods e.g. on prescription forms*
- *Community Network TV in reception area to be used to advertise group*
- *website – January 2012*
- *New posters for PPG and VPRG to be displayed*

***Drop-In Sessions***

*From January 2012 approximately fortnightly various service providers have attended the surgery for informal drop-in sessions.*

*Some of these were specific to particular groups, whereby patients with specific needs could be informed of services available e.g. Parkinson's' nurse, while others were of more general interest e.g. Wellbeing service and required different publicity.*

*The drop-in sessions have been a huge success with our patients. They are happy to have easy access to service providers. The providers also think it is an excellent opportunity to meet patients they wouldn't normally have access to. We hope to continue to provide this additional support to our patients through gaining ideas for the service providers they want to meet.*

*Minutes from PPG meetings January and February 2012*

***Marketing:*** *Article in South Warrington News about the PPG/VPRG. To date this has increased response to the invite to join the groups. Continued use of this medium will help to advertise future events the PPG/VPRG will provide.*

## April 2012

### Patient Reference Group – numbers improved slowly

Article in South Warrington News (SWN) and details on prescription slips helped.

### Appointment system – suggestions for improvement discussed at PPG meeting

STOUR appt system described; telephone triage system used some surgeries. Cuts waiting time to get through on phones. Dr's triage then assess when patient needs to be seen, immediately/in a few days/problem sorted over the phone.

OPEN ACCESS: no pre-booked appointments. Patient comes to surgery and waits for slot.

Email to be sent to Patient Reference Group to canvas ideas – opinions shared at Surgery team meeting to discuss problem Thursday 24 April.

### Patient survey

What questions should be asked in next survey. Group looked at example questions as shown on NAPP website. ACTION: KW to collate ready for next meeting.

Feedback from HW all points raised in last years' survey have been addressed by Practice - positive outcome for patients.

## May 2012

### Appointment system – Changes

Following feedback/suggestions from Patients (Virtual Patient Reference Group), Admin team, Clinical team and GP's the following changes to appointments system and telephone access times were introduced from Monday 25 June 2012:

To balance the demand on the telephone system; Patients who require:

- An Emergency Appointment
- Home Visit (truly housebound patients only)
- Book on the Day appointment

Are requested to telephone the surgery from

**8.30 am until 11.00 am**

The receptionist has been instructed to ask for the **REASON** for any **APPOINTMENT**. This must be given before the request can be dealt with. (ALL our staff are bound by Confidentiality Policies). Patients will then be offered either a telephone triage slot or an appointment with a clinician (GP or Nurse Practitioner). Receptionists will also be trained to

advise patients to refer to our website for advice about **minor self-limiting illness/or to speak to local pharmacist for advice.**

For **ALL** other **ENQUIRIES**;

- ROUTINE APPOINTMENTS (will be booked within a 4 week period)
- RESULTS
- PRESCRIPTION queries

Patients are requested to telephone **AFTER 1.30pm**

**EXTENDED HOURS APPOINTMENT (1 morning a week alt Tues/Thurs 7.45am – 8.30am)**

Will be for Workers, College Students & School Children

### **Patient survey – template**

Survey shown to group; slight amendments to some of questions were necessary. Survey delayed until new appointment system had been in use for few months.

### **Open Day – 15 September 2012**

#### Service providers

- Members of PPG helped contact providers to invite them to attend surgery open day.
- PPG suggested asking DWP to come in to give advice about disability living allowance etc. **Steve Lloyd from DWP attend surgery in October 2012.**
- Rev Michael Ridley, St Thomas's Church approached to allow refreshment to be served in church during open day.
- PPG suggested asking local pharmacies to do testing for health checks during the open day

#### Marketing

- Details of A-Frame advertising board shared with group. **Board purchased.**
- Suggestions to purchase canvas banner. **Banner purchased that can be used each year**
- Suggestion to advertise open day in South Warrington News – **Advertisement placed**

### **July 2012**

#### **Focus on Open Day Saturday, 15 September 2012, 10am to 1pm.**

- 10 Confirmed service providers agreed to attend: Reach for Health; Sensory Care and Telecare Services Team; Warrington Disability Partnership; St

Rocco's Hospice Day Care Unit; Audiology Services Warrington Hospital; Arthritis Care; John Holt Cancer Support; WIRED – Carer's service; Stockton Heath Pharmacy; Boots Pharmacy

- Query re Diabetes checks on open day. Has been discussed with pharmacy and Bev, Practice Manager; too costly and could cause distress for people if they got an abnormal result – they need to be counselled before having this test.

Copy of letter sent to service providers  
July 2012

Dear

Stockton Heath Medical Centre/PPG are holding an open day Sat 15th September 10am to 2pm to promote primary and secondary care within our community.

Tour of surgery/consulting rooms/explanation of services provided at Surgery  
Introduction to team and roles  
Mini health promotion sessions  
Promotion of links with secondary care and local community groups

This will be our 2<sup>nd</sup> open day and we hope to have learnt a few lessons in marketing the event to ensure a better footfall of patients this time.

We would like to invite you to join us on the day, promoting your own service with displays and discussion with. Could you spare a couple of hours? If so please contact

Karen Wright 01925 604427 [karenwright7@nhs.net](mailto:karenwright7@nhs.net)

Bernie Wilkinson 01925 604427 [bernie.wilkinson@nhs.net](mailto:bernie.wilkinson@nhs.net)

Kind Regards

Yours sincerely

Miss Karen Wright  
Practice Administrator

### **Feedback on recent mini event: Sensory Care and Telecare Team**

- Ann and Kit felt it was a very successful event. Interesting service. Suggestion of changing the day to attract more people. Unfortunately, Thursday is day when we have room for people.

### **Younger patient contact**

- New member Heather felt young age group not interested in health promotion as such. May be an idea to see if there is a time for Connexions to attend – could be difficult to find suitable time to catch students.

### **Length of time PPG member can sit on panel**

- Ann suggested maximum left of service should be limited to 3 years – keep ideas fresh. Agreed by group. PPG members can stay involved via virtual group. PPG Code of Conduct changed to include this.

### **Appointment system changes feedback**

- Clinician workload more manageable.
- Telephone Triage system is seen as a positive change by patients.
- Majority of patients happy with changes; there have been some teething problems in patients and staff understanding of how the changes work. Posters and website information have been amended as necessary following feedback.
- Telephone system still difficult to get through. Possibility of additional extension being used for external calls – discussion ongoing with Partners and Practice Manager.
- Results can now be accessed by telephone earlier in the day; from 10am.
- Continuity of care – “own GP” discussed. Dr Cox explained about the changes to general practice and how increased patient demand and numbers makes it difficult for patients to always see the same GP. Suggestion – explanation to be put on website so that patients understand the changing nature of general practice.
- Query about whether patient’s can access results on-line. It may be something the Practice can introduce when the computer system is upgraded in the autumn.

## **September 2012**

*Full version of report published in South Warrington News*

**Stockton Heath Medical Centre/Patient Participation Group** hosted its’ 2<sup>nd</sup> Open Day on Saturday 15<sup>th</sup> September. Members of the public were invited to have a look behind the scenes and meet members of the team in an informal setting.

Visitors were given tours of the surgery, viewing the clinical rooms and learning about the equipment on hand at the surgery; ECG machine, Spirometry testing, De-fib, Oxygen, Ultra Sound Scanner, Nebuliser, Ear Syringing equipment were all on display in the minor operations room. Members of the clinical nursing team were available to discuss leg ulcer prevention and care; travel advice clinics.

Visitors also had a look behind the scenes in the administration offices, viewing where calls are received, records filed and seeing the reception desk from the receptionists’ point of view.

Members of the team who attended included; Drs Palmer, McCarthy, Brooks, Cox and Smith, Nurses Joanne, Susan and Val, Nurse Practitioner Carolyn, Trainee Assistant Practitioner, Bernie, Practice Administrator Karen, Receptionists, Julie, Lorraine, Janet and Sonia. Members of the Patient Participation Group also helped out during a very busy morning, Kit, Ann, Hilary, Roy, Jack and Heather.

External service providers were invited to promote their services;

**Reach for Health Team** provided blood pressure, pulse and weight checks. They also offered advice for health lifestyles. They proved to be very popular again as they were last year.

**Warrington Disability Partnership** brought numerous products that help people to continue to live independently.

**Warrington Audiology Services** had a display giving advice about hearing problems such as tinnitus and describing the service they provide. They also gave hearing tests demonstrations.

**Arthritis Care** were on hand to give details about the service they provide.

**John Holt Cancer Support** gave demonstrations of hand massage and chatted about the service they provide.

**St Rocco's Hospice, Day Care Unit**, were on hand to chat about the service they provide to patients and carers.

**Local Health Visitor, Maxine Entwistle** had a display promoting child health and the various support services that can help young families.

Local pharmacies, **Stockton Heath Pharmacy, Lloyds Pharmacy, Boots Pharmacy and Clicks Chemist** all had displays promoting their services.

Displays were provided for **WIRED Carers, Patient Participation Group, Cancer Awareness and Dying Matters**.

Refreshments were kindly provided at St Thomas' Church throughout the morning. A big thank you to Reverend Michael and his team for their continued support.

Quote from Karen, Practice Administrator "It was great to meet our patients in an informal session and to be able to chat with them about issues that concern them and to be able to explain why we do things in a particular way. We value patient feedback to help us improve our service. The event was useful in promoting the work our Patient Participation Group does. We are always looking for new members with fresh ideas whether that is at the quarterly meetings or via our virtual group. The morning was a huge success. It was a good networking opportunity for the Practice Team and Service Providers. We can now put faces to names and have learnt more about the work they all do. This will help us to pass this information on to our patients."

## November 2012

Open Day...Thank you Open Day was a huge success, the advertising worked in increasing the footfall. Service provider stalls were very good and all were kept busy through out the morning. Good feedback from GP's. **Many thanks to PPG members who helped out on a very busy morning**

Mini events.....more assistance required Have had 2 recent mini events DWP and David Cooper, Chiropracter based in Grappenhall. Karen asked for more volunteers to help at these events, rather than having to rely on Ann and Kit. Karen also asked for more ideas of groups to invite in. The practice can now host events by independent private service suppliers.

**Booking in screen** – PPG members volunteered to attend the surgery during surgery sessions to show patients how to use the new booking in screen.

**New Survey**....Group was shown template for survey which can be added to surgery website. Few errors needed editing. Group concerned that on-line survey may alienate patients who didn't have access to computer. Decision was made to make the survey available in hard copy at reception. Posters were put up advertising surveys Survey to ran from November til end Dec 2012 so that results could be analysed in time for next meeting (16 January 2013) Group were reminded reasons behind the questions – to ascertain where we need to direct patient education - chosen by group back in July.

**Terms of References..... Action Plan.....** Karen asked the group to refer to Terms of Reference to ensure that the group stays focused. Request again to register with NAPP (National Association Patient Participation)

Aim to focus on health weeks/months. Access to pct resources. Karen asked for members of the group to take ownership of PPG notice board with help from Bernie/Julie/Karen to ensure the board is kept up-to-date and fresh.

**Breakdown of practice complaints.....**Karen discussed rise in practice complaints – now have to record complaints via letter/email/verbal. Main topic of complaint is appointments system.

**Report – Problems/positives for this year's PPG...**Karen has asked group to start pulling together ideas for this year's ppg report. Think about changes made following feedback from patients, ie;

- Appointment system changed
- Access to results time changed from 2pm to 10am
- Change to message on telephone – to queuing system.
- **Suggestions.....** Questions were asked about prescription ordering, whose responsibility is it to check stocks – Patient should not order medication if they don't need to. Local pharmacist should be checking what patient requires, only 10 days before – not as the current prescription is collected. The Practice computer system will not allow prescriptions to be printed if it shows patient is overusing. Staff member will normally phone patient to check reason why ordering early.

**Magazines** within the surgery – does the practice still accept donations of magazines? Only if current and in good condition, however it was felt by some of the group that leaflets with information about the surgery/services/ medical advice would be more appropriate and likely to be read rather than posters. Discussion following meeting with Bev Hackwell, Executive Lead – would rather not encourage donation of magazines as often become tatty and patients complain they are out of date.

**Appointment system** – problems with getting appointment/through on phone KW advised that the practice is looking to get another receptionist but that this will only help with phones being answered and doesn't mean that there will more appointments with clinician. The Practice does not have funding for a further clinician.

**Invites for Christmas lunch** given to members of the group. Wednesday 5<sup>th</sup> December at 3pm. RSVP Karen

### January 2013

**Survey Results** – it was disappointing number of responses to survey – but in line with anecdotal evidence from other Practice Manager of poor response. *(Full survey can be viewed on the Practice Website.)*

Main impression –

70% of those who responded had attended the surgery between 2-10 times in past 12 months.

**Action points from survey:**

- Patients not happy with lack of privacy at front reception desk. Will investigate price of stand/retractable queue guides. **ACTION KW**
- Promotion of small room to side of desk for those who prefer added privacy – to remind reception staff to offer this area if asked. **ACTION KW.**
- More promotion needed of the variety of services and clinicians within the Practice. **ACTION BW**

**Empowered Patient** – Dr Thompson

Discussion about the empowered patient –

- Patient having more input and understanding about their own health care – understand what their medication is for, what/when investigations such as blood tests are needed.
- Patients to be more responsible for their own health care – better outcomes for those with chronic illnesses. To be proactive in asking for advice/knowing when to book for annual flu vaccinations etc. Not to rely on the Practice to send reminders. Suggestions asked how we can promote this. Concentrate on those with chronic illnesses initially/ Promote health awareness/illness prevention to young families – thus educate children to become empowered patients as adults. **Action: KH** to provide telephone number for teachers at Bridgewater High School who provide Health Education.

**Deloitte Perspective** – hand out given – pressures on general practice/expectations of patients/balance of supply and demand/changing face of general practice.

**Productive General Practice** – KW informed the group that the Practice had been selected to take part in a pilot scheme to improve general practice. Hand out given explaining what the scheme involves. The group asked what most common complaint is from patients – appointments/telephone contact. Suggestion - to offer text message service to patients who cannot get through on the phone. ZT advised

at present with staff levels this idea is not workable. KW advised that the practice is investigating increase of email access for the future – have to check safety/confidentiality issues.

**Mini events/Notice board themes –**

Appleton Baby Massage/David Hall Chiropracter/ Sheila Nesbitt  
Physiotherapist/Deafness Support Network/Parkinsons Nurse/WIRED – Carers – all possible event providers Action: KW/JS to contact providers to arrange dates. Group also looked at Healthcare Promotion events calendar for weekly/monthly ideas for notice board. Ideas were given, for each month will try to tie in with appropriate mini events. **Action ZT:** will ask Brownie group to provide illustrations/decorations for display. Action: Volunteers required to put displays up – please contact Karen

**Group member contact between meetings –** Group were asked to increase contact with each other between meetings. Increased contact/discussion with each other will enable them to be more proactive in bringing ideas to meetings.

**PPG members** continue to help with promotion of patient booking in screen - Helps to give them an added perspective of the attendance of patients to the surgery and the work load of the team. Feedback has led to changes of wording on the screen where possible.

**Future:**

PPG to be involved in the work undertaken by the Practice with the Productive General Practice scheme which commences March 2013.

