**Minutes**

**STOCKTON HEATH MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**Wednesday 1 MAY 2017**

**5.30pm – 6.30pm**

**Attendees: Peter Whitehead, Susan Scales-Barlow, Tara Sheikh, Kath Douglas-Furner, Angela Fell, Laura Fargher, Richard Utely, Dorothy Carter, Bernie Wilkinson, Karen Chriscoli, Dr Joanne McCormack**

**Apologies: Joanne Price, Dave Lamb, Moyra Pethybridge**

**Lifestyle Group – update from Dr McCormack**

Dr Joanne McCormack – New group consultations dietary/lifestyle advise for patients with diabetes

Dr McCormack reported that attendance at the sessions has been very good at 20 people at each session. ***We are the second medical centre in the UK to offer this programme****,* The CCG has very recently been awarded the funds for Diabetes behavioural group work in Warrington and Dr McCormack is hopeful those funds will come down to our Practice and others soon.

*Dates of sessions: Thursdays 6pm – 7pm*

*18th May, 25th May*

*1st June, 15th June, 22nd June, 29th June*

*6th July, 13th July, 20th July, 27th July*

*3rd August, 10th August, 17th August, 31st August*

*7th September, 14th September, 21st September, 28th September*

*19th October, 26th October*

***Only 25 places per session*** *so book in now by* ***phoning reception 01925604427****.*

Session programmes will be posted on [www.fatismyfriend.co.uk](http://www.fatismyfriend.co.uk) as they happen so if you miss a session you are able to read and learn about it.

***Come along if any of the below apply to you:***

*You “eat well and move more” and you can’t lose weight.*

*You have Type 2 diabetes and you’d like it to go away.*

*You eat “healthily” and you are overweight.*

*You have a family history of diabetes and would like to avoid it.*

*You think you have pre-diabetes- maybe you are overweight, carry a lot of weight around your tummy, have high blood pressure or gout.*

**Recruitment**

Dr Thompson is currently on maternity leave following the birth of her new baby boy. The Practice is continuing to advertise for a GP for maternity leave cover and to replace the sessions available when Dr Cox left in October 2016. Interest has been poor. GP recruitment is a problem across Warrington as is the case nationally.

“*The proportion of unfilled GP positions has reached its highest ever level according to a new survey — a finding doctors say highlights the stark ‘reality for practices up and down the country’.*

*Just a year after the Government promised to recruit 5,000 more GPs, the survey, by the magazine Pulse, found that around 12 per cent of GP posts are vacant.*

*This represents a significant rise from the 9.1 per cent vacancy rate in 2015 and 2.1 per cent in 2011” (P.Blackburn, BMA June 2016)*

The Practice is looking at other options; as previously discussed we now have clinical pharmacists on the team. We are also advertising for Nurse Practitioners.

We are recruiting for a Practice Nurse for maternity cover from early July. We are also recruiting for further medical receptionists to join the team.

**CQC draft report**

Discussion re draft received on the morning of the meeting. The Practice has until 11 May to request any factual changes to the draft.

CQC still want the Practice to “*improve the capacity for the provision of clinical appointments and improve patient access to the service”.*

Discussion with group of people’s perception of what the Practice can deliver. Accept that it may take time to change people’s view of how the Practice provides care if they don’t attend regularly or keep up to date with information provided on website or at PPG meetings.

There was a suggestion from CQC inspector to allow more advance booking of appointments ; previous experience of working this way proved to be difficult, within 10 minutes of release all appointments had been taken and patients were back into the cycle of phoning back the following day. Patient became dissatisfied and we received numerous complaints. Since the changes implemented last April, complaints have reduced significantly.

We currently pre-book the following appointments:

* GP review slots – for patients who GP needs to review within a few weeks.
* Medication review appointments – prescription team can book this appointment along with any diagnostic tests which may be required prior the review appointment.
* Complex/Frail advanced appointment – a longer appointment with usual GP where possible.
* On-line booking within 2 weeks. Routine appointments available to book on-line.

The Practice team is working with Warrington CCG regarding capacity and demand audits. Warrington CCG is in the process of defining how many appointments should be provided weekly per 1000 patients.

**Patient Access to records**

PPG member Peter had viewed his records via patient access.

He believes that access to test results will reduce much demand on the Practice team.

Medical Terminology may difficult for some people to understand but there are links for patient to [www.patient.co.uk](http://www.patient.co.uk) and nhs choices which help to explain terms.

Plan for the Practice team to gather more information and for a few more PPG members to have access to their records too.

**Date for next meeting Wednesday 26 July 2017 at 5.30pm**