

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
Wednesday 10 November 2021
5.00pm – 6.00pm (remote on TEAMS)

Surgery – access “when are you returning to normal?”

We are open with entry at rear of surgery for patients who have booked appointments or admin queries. We still have to monitor temperatures and adhere to social distancing. We have opened up additional seating area in main waiting room to assist with increase in patient numbers on site.

We will be continuing with “total triage” via eConsult or eLite (receptionist will help patient with triage questions over the phone). This enables us to manage patient demand by triaging request for urgent/within a few days/within 2 weeks. It also allows us to allocate patient to the most appropriate clinician for their need. This helps us to maintain patient safety for getting all patients assessed. The old way only helped those patients who got through on the telephone before all slots were taken.

For admin queries patients are advised to submit an “Admin” eConsult.

GP of choice

Patients can request to see a preferred GP on eConsult or when speaking to receptionist. We will accommodate the request when possible. We do advise patients to try to get to know 1 or 2 GP’s as there will be times when one is not in surgery.

PCN update

South Warrington Primary Care Network (SWaN) are working on the following:

- Covid vaccination program, Stockton Heath is the Lead Practice and is continuing to offer “walk in” on Saturday mornings throughout November. This is in addition to pre-booked appointments for our own patients.
- Extended Access
- Paramedics and First Contact Physio(FCP) further recruitment and development in roles. Getting good feedback on FCP, now have face to face sessions twice a week at Stockton Heath and sessions at other Practices within the network
- Pharmacist hubs and new ways of working, as well as a new head pharmacist
- Mental health practitioners being introduced with Mersey Care, start date hopefully in December. Current practitioner is on maternity leave.
- SPLW leaving, but replacement being arranged
- Cancer audits – best practice and review of unusual presentations
- Structured medication reviews for patients who are on 10 or more tablets

- Learning Disability checks – increasing uptake in vulnerable group of patients
- Care homes – weekly ward rounds

Prescription ordering process

Prescriptions can be ordered via warccg.prescriptionsteam@nhs.net or via Patient Access on website, via the post.

NHS mail has a fault that means it only sends one autoreply to a patient so patients will not receive an autoreply to advise email request has been received. The majority of prescriptions will be sent electronically to pharmacy of patient choice.

Our prescriptions team cannot send a text message to advise when prescription is ready at the pharmacy.

Text messages are often used by GP when they are starting a new medication, information and advice links can be sent to patient.

Vaccine programme

We continue to offer flu vaccinations and covid vaccinations. St Thomas Church Hall have kindly allowed us use of their premises for the vaccination program. We run pre-booked sessions for our own patients at the church hall. Rules of social distancing, technology requirements and wait times after Pfizer vaccine mean we are slower getting through numbers in comparison to just processing flu vaccinations (2 minutes). We will continue sessions through December on Mondays and Fridays. We will review the sessions for January.

What can PPG members do to help the Practice team?

Apologies to PPG members, we haven't had chance to move forward with work on patient registration pack, our workload due to pandemic and vaccine program is high and we have to prioritise what we focus on.

PPG will assist with move to new website once initial stages completed by SWaN managers.

How can we promote the different clinical roles and additional roles within the Practice to patients?

Healthwatch Warrington

Still awaiting full report, draft was mostly positive and support. Will share once we receive the full report.

Date for next meeting

WEDNESDAY 19th JANUARY 2022 at 5pm, remote on TEAMS

