**Minutes**

**STOCKTON HEATH MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**Wednesday 11 January 2017**

**5.30pm – 7.30pm**

Present: Peter Whitehead, Laura Fargher, Angela Fell. Joanne Price, Diane Bowers, Susan Scales- Barlow. Karen Chriscoli, Bernie Wilkinson, Dr Zoe Thompson,

Apologies: Moyra Pethybridge, Dave Lamb, Dorothy Carter. Richard Utely Tara Shaikh, Kath Douglas-Furner

**1 Admin Support**

PPG members were thanked for their work on the admin supporting the group and asked to continue rotating taking the minutes. Sue agreed to do this time.

**2. Recruitment at the Practice**

Following the departure of Dr Cox the practice is still short of 1 GP but meeting its commitment to patients by using experienced locums, After 3 months of advertising with no response, the Practice will advertise on a different site. It has been decided to look for 3 GPs who could take on 3 sessions a week each- this was the preference of most of those expressing interest as fulltime was too stressful. This reflected the national situation.

The practice was also considering whether to recruit more Nurse Practitioners.

PPG were pleased to welcome Louise Astbury, the new Clinical Pharmacist, and also shortly 5 new part time Medical Receptionists

3. **Patient Survey – Appointment system**

1. **Drop In Clinics elsewhere**

The patient survey report had been fully discussed in November, since then interesting information had been received on clinics operating elsewhere. . However, as explained at the last PPG meeting, without a full complement of GPs, the practice considered it was not possible to manage the higher demand associated with a drop in clinic, The practice is running the 2 systems, one for urgent and one for routine appointments. This allows Nursing Team support for performing clinical observations prior to the patient seeing the doctor. PPG accepted that we are not in the same circumstances as 50 years ago. There were more choices now. Phoning and waiting at home to be rung back was perhaps more comfortable than all sitting in a crowded waiting room.

1. **Recording**

The practice are considering contracting for recording of all calls (for training and prevention of staff abuse) in line with other practices. Recently phones were down and temporary, but very successful use of a shared mobile instead added insightful comparisons with the usual streaming system

1. **Display and Website**

**ACTION PPG members were invited to give feedback on the new display** in the reception area and also on the website summarising the recent patient survey, report and the practice’s response – you said xxx we did yy format. Also on website generally as it had been ‘tidied up’ recently.

**4. Active Cheshire**

The practice was keen to help Active Cheshire(AC) organise an event locally at the practice. It also agreed to suggest AC attend the Stockton Heath Festival to reach a large audience. AC wanted to compile a list of all the existing activity groups (eg Ball hall Gardening /country dancing/ zumba/ taichi/ badminton/ choirs/ park our/ Victoria Park run... and assess whether there was a gap for something that might attract more people into healthy activity. AC might promote/fund some groups too.

**ACTION** **PPG members were asked to send information on groups and activities that they knew of NOT to Karen, but direct to Laura who agreed to receive and collate responses for Karen**.

5. **Survey re preferences for local treatment service**

Karen explained the practice needed to survey all patients as to whether they preferred to attend at this practice for complex dressing wounds/ulcers etc, or to go to community clinics such as Bath St or Grappenhall. This evidence alongside data collection was needed to establish funding.(Housebound patients used the District nurse service). She would be grateful if PPG members could assist with design of survey and giving it out end of January.

 **ACTION: Karen to email draft survey for urgent comments then seek volunteers for dates**.

**Date of next meeting**

Wednesday 1 March 2017 at 5.30pm