

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
Wednesday 17 September 2014
5.30pm – 6.30pm

Present: Karen Chriscoli, Julie Scholes, Dr Zoe Thompson, Dave Lamb, Peter Whitehead, Tony McGee, Diane Bowers, Angela Fell, Geoff Pearce, Allan Mackie, Helen Dearden, Jack Froggatt, Derek Saunders, Dr Gareth Cox, Bernie Wilkinson and Dorothy Carter.

Apologies: Hilary Wood, Susan Scales-Barlow, Andrew Renshaw, Katharine Douglas-Furner

Previous minutes can be found in 2 sections on website.

Communication

- Karen & Dorothy attended PPG network meeting to discuss patient engagement for the Primary Care Homes project (to be re-named **Warrington Health Plus**): As discussed at previous meetings, all Practices are working in cluster groups to give residents better access to primary care services and more co-ordinated care for those with complex health needs. It was requested that the CCG work on promoting sustainable use of General Practice prior to engaging patients in new projects. The CCG have since shared promotional material to help with the Practice work on self-care awareness. It will assist in further work promoting the work of different Clinicians within surgeries. .
- A further edition of the Practice Newsletter has been produced. Karen will liaise with website provider to ensure that back copies are available to view.
- CCG Forum – Angel Fell is to bring up at the next meeting, that we need a venue South side. Barbara Parrott.

Friends and Family Test

- We will be using the suggestion box for this - First need to get further guidance about the test from NHS England – an extra meeting has been arranged for 1st October which Bev Hackwell will attend. From reading the paper guidance it isn't quite as straightforward as first seemed. Monthly reports will need to be sent to NHS England and different formats may be needed for various demographic groups.

Dr First

- The Dr 1st adaptations were explained - capping call lists at 35. Informed that other practices split the same into AM and PM.
- Reasons for capping had to consider doctors work load – safety and quality of clinical care but emergencies will still be taken on top of this.

- Currently 2/3s of patients are still seen and dealt with face to face following telephone consultation but is as an unpredictable pattern as to who can be seen.
- Back Office Module – PGP. To address any inefficiencies in procedures. In result of this the practice has changed several things to try and improve the problem. Patients getting through on the phone lines was still raised as a concern , but informed “Ring Back” is not a service SHMC offers this is from a callers own telephone providers.
 - New Staff- 3 new staff have been employed to the reception team
 - The rotas have been changed to focus on the phones in the AM and admin jobs/phones in the PM.
 - Increased lunch time cover in the office.
 - Telephone lines – there are 8 in-coming lines to the Practice and the GPs use mobiles to make external calls.
- Self-Care awareness once again - Group reminded of self-care forum website available through Practice website and the leaflets that are going to be handed out to patients about it. New promotional display being prepared.
- Patient access was discussed, group were told online patient booking for early AM is available. Online registration is still on-going and poster and information to be displayed to inform about this.
- We discussed there being no measures of unmet demand, but it is difficult, group were unsure of how this would be able to be measured. Could be a difference of 5%-50%.

Discussions

- Mental health – pathway drop in sessions. Referrals were also discussed. **ACTION** – Karen to get further information about how Five Boroughs Partnership provides mental health services. Please visit: www.5boroughspartnership.nhs.uk
- Safe guarding – communication, the Practice has safeguarding GP and admin lead for children. Information is shared as requested or thought necessary. The Practice finds that it often does not receive relevant information from other agencies in a timely manner.

N.A.P.P – National Association of Patient Participation

The Practice is now registered with N.A.P.P. Karen received the day before meeting, will share details when she has read them on return from holiday

A.O.B.

- Suggested to spread message could use a TV advert.
- Contact Home Instead re. further mini event and training for staff regarding dementia.

Date of next meeting 19 November 2014 5.30pm