

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
Wednesday 19 November 2014
5.30pm – 6.30pm

Present: Jack Froggatt, Peter Whitehead, Moyra Pethybridge, Diane Bowers, Angela Fell, Dave Lamb, Andrew Renshaw, Derek Saunders, Geoff Pearce, Karen Chriscoli, Bernie Wilkinson, Dr Zoe Thompson, Steph Vardy, Helen Speed

Apologies: Hilary Wood, Allan Mackie, Katharine Douglas Furner

Welcome to 2 new members of group to meetings; Moyra and Steph

- Code of Conduct given to new members
- Terms of Reference can now be found on PPG sign up page of our website

Warrington Health Plus update/ PPG Clusters

- Discussion – South Warrington Cluster looking at work to support Nursing Home and Access demand in surgeries. Documents given to group.

Friends and Family Test

- Posters and templates of paper copies shared with group ready for launch date 1 December 2014. Suggestion to use both sizes. Results will need to be sent to NHS England each month. The Practice will need to publish results for patients to see – website and on PPG Notice board.

CQC Report

- **The Practice has been rated as 1 requiring assessment with regards issues of access; data was collected October 2013 to March 2014.**
- **The Practice had received a good rating in January following inspection dated 7 January**
- Access – complaints rising; The Practice is in discussion with Warrington CCG to see how they can address the demand problems.

- Discussion around NHS funding across Warrington – General Practice and Secondary Care trying to work together to use budget wisely.

Healthwatch Warrington

- Helen Speed – Healthwatch: Government legislated body who listen to patient concerns/flag problems to service providers. Will be working with the Practice in the New Year to gather patient opinion around access issues.
- Patient Advocacy – Helen will send further details of advocacy groups within Warrington

Mental Health

- To be discussed at next meeting – Karen to find out what work CCG is doing as mental health is one of top ten priorities.

Discussion between meetings

- Suggestion to use email – round robin (addresses are shared between group members)
- **Date for next meeting 5.30pm Wednesday 28 January 2015.**