

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 22 January 2020**  
**5.30pm – 6.30pm**

Present: Diane Bowers, Jane Brown, Mary Chuck, Richard Utley, Derick Acton, Angela Fell, Susan Scales-Barlow, Kath Douglas-Furner, Bernie Wilkinson, Karen Chriscoli

Prescription ordering – Anna England, Medicines Management, Warrington CCG.

***What is changing?***

*The way repeat prescriptions are ordered is changing. You will have to order your repeat prescription from your GP practice yourself. This will only affect you if your medicines are ordered on your behalf by a community pharmacy.*

***Why is this happening?***

*This is safer and more efficient. This change will mean that your GP has a better ability to monitor and control what medicines you do and do not use. This will help your discussions about choosing the right medication.*

*The change will also help address a safety concern. Under the old system, some patients found that they began to build up a stock of unused medicine, which had to be stored safely and used within date. The new system will give you more control.*

*Finally, it is important that NHS money is used as efficiently as possible. We aim to save a large amount of money on unused medicines, money we will use to benefit the health of the people of Warrington.*

***I am not a healthcare professional, why should I take responsibility for my medication?***

*People have a key role in protecting their own health, choosing appropriate treatments and managing long-term conditions. Self-management is a term used to include all the actions taken by people to recognise, treat and manage their own health.*

*Taking control and responsibility for your health and any medication you take, gives you confidence to encourage healthy behaviours that help prevent ill health in the long-term.*

***Are there any exemptions to the change?***

*Yes. Some patients may be exempt and still require pharmacy managed repeat prescriptions and can still order through their pharmacy.*

If patients are unhappy with the process and wish to raise a complaint even after they have received an explanation from the practice, they can contact the Warrington CCG Pals (Patient Experience Team) details below.

- Telephone on: (Freephone) 0800 389 6973 or 01925 843743
- Email: [complaints.nhswarringtonccg@nhs.net](mailto:complaints.nhswarringtonccg@nhs.net)
- By post: Patient Experience Team –  
NHS Warrington CCG  
Arpley House  
110 Birchwood Boulevard, Birchwood  
Warrington, WA3 7QH  
MM Team – 01925 303120

Patients have the option to order at the surgery or by email  
[warccg.prescriptionsteam@nhs.net](mailto:warccg.prescriptionsteam@nhs.net)

We have had some problems with ordering via the surgery website where requests have gone into boxes for GP's who no longer work at the Practice. We felt this was a risk. We are working with provider to see how we can address this.

- Review of Econsult launch

Launched on 9<sup>th</sup> December 2019. Between 9<sup>th</sup> and 31<sup>st</sup> December 452 eConsults were submitted to the Practice. All eConsults are reviewed by 6pm of the next working day. The Practice is finding that it can review the eConsult within a few hours and patient contacted as appropriate; either urgent appointment offered, advise to book routine or telephone advice. The Practice reserves a number of appointments for advance booking following submission of eConsult. The Practice currently has funding for additional locum GP cover to help manage winter pressures. We have additional sessions, Tuesday afternoon, Thursday afternoon and both morning and afternoons on Fridays until the end of March. Feedback has been predominantly positive with a few concerns raised about the change from patients not understanding that a clinician will review the request.

- Review of telephones

Lines are still busy first thing in the morning and rotas are staffed to meet the demand. 6471 calls were answered in December. Lines are becoming quieter during afternoons. This may be due to eConsult.

- Social prescribing

Mary attended an engagement event with Bev and Bernie to review what is on offer in Warrington to help meet Primary Care Network demand for social prescribers.

Social prescribing extract from

<https://www.england.nhs.uk/personalisedcare/social-prescribing/>

*Social prescribing is a key component of [Universal Personalised Care](#).*

*A [summary guide](#) has been developed for people and organisations leading local implementation of social prescribing. It sets out what good social prescribing looks like and why social prescribing improves outcomes and experiences for people, their families and carers, as well as achieving more value from the system.*

*Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.*

*Link workers also support existing community groups to be accessible and sustainable, and help people to start new groups, working collaboratively with all local partners.*

*Social prescribing works for a wide range of people, including people:*

- *with one or more long-term conditions*
- *who need support with their mental health*
- *who are lonely or isolated*
- *who have complex social needs which affect their wellbeing.*

For a good example for what social prescribing can do visit

<http://www.brightlifecheshire.org.uk/social-prescribing/social-prescribing-in-cheshire/>

Information from Susan

**"Friends of the South Warrington Library in Stockton Heath" (SWISH)** are dedicated to making the library a valued asset of the Local Community by supporting the development of activities which

enhance the use of its facilities

SWISH seek to make the library a valuable local resource by holding regular events such as Film Nights, Board Game Nights, Wine Tasting, Lectures and Art Exhibitions. Check out the current activities using the links below. We welcome new members both at our events and as helpers and if you require further information please use the link below to contact one of our Committee.

<http://www.libraryfriendsswish.org.uk/>

Information from Derick

**Warrington U3A** <https://www.u3asites.org.uk/warrington/home>

Warrington U3A is part of a UK-wide movement that brings together people in their 'third age' to develop their interests and continue their learning in a friendly and informal environment. If you're wondering what we mean by the third age, it isn't defined by a particular age, but is a period in life after you have finished working full-time. We are one of over a thousand U3As across the UK, with thousands of interest groups between them and more than 425,000 members nationally.

It's all voluntary. U3A members draw upon their knowledge and experience to teach and learn from each other. There are no exams to pass: it is all just for pleasure. Learning is for its own sake with enjoyment being the prime motive, not qualifications or awards. Warrington U3A has around 1200 members and is home to over sixty activity groups covering many different subjects, from American Square Dancing to Whist and everything in between.

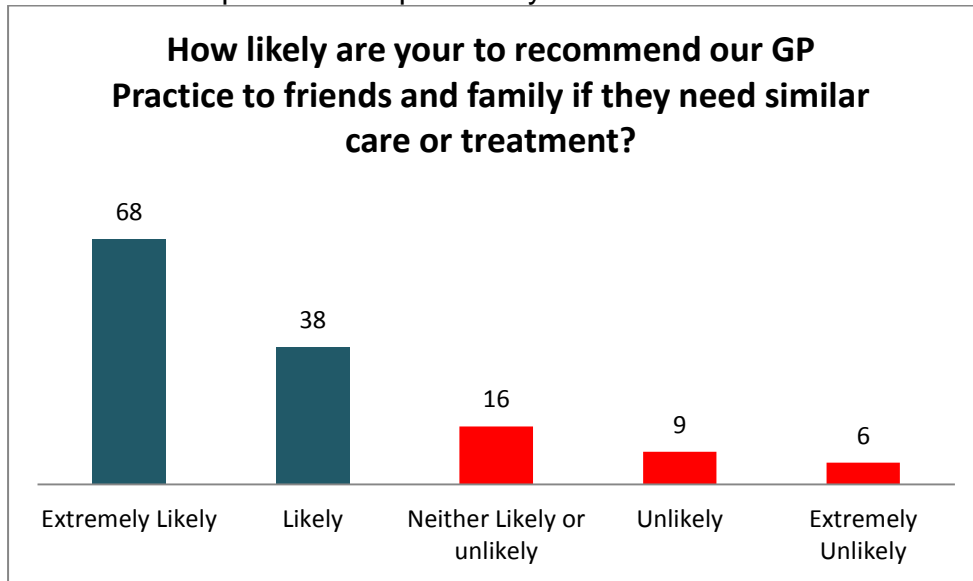
- **Patient Survey proposal**

Group happy with proposed questions and layout. Will agree date with SWaN (Primary Care Network and CCG). Will be using Survey Monkey to send out.

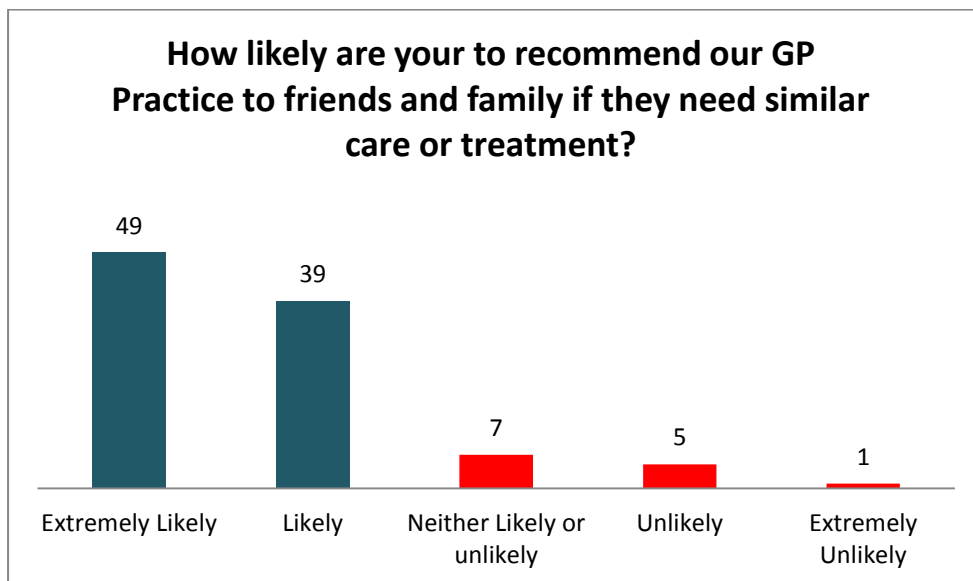
The group felt more could be done to communicate changes in Practice, not all people visit the surgery or view the website. How else does information get delivered. CCG website and articles in Warrington Guardian. Suggestion; information could be shared with South Warrington News. KC to discuss with CCG

Friends and Family test results for November and December 2019

The Practice now sends the link for friends and family test via text message the day after a patients' appointment. This has seen an massive increase in numbers of responses. We previously received between 4-8 each month.



## December 2019



## November 2019

Practice is receiving mostly positive feedback, particularly since launch of eConsult.

Date for next meeting 22 April 2020 at 5.30pm

