

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
Wednesday 23 October 2019
5.30pm – 6.30pm

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

Presentation

E:Consult

[eConsult primary care webex - July 2019 - new brand.pptx](#)

Surgeries across Warrington are in the process of rolling out the introduction of Econsult. Padgate/Birchwood and Fearnhead Medical Centres were the first to go live in October. Stockton Heath and the other Practices in the South Warrington Network (Latchford, Appleton and Stretton, Lakeside and Brookfield Surgeries will go live week commencing 9th December 2019. The Practice team are due to have initial training with Econsult on 7th November. No decision yet on how it will be incorporated in to how the surgery offers appointments; this needs to be discussed with Econsult advisers

Advance appointment booking/Changes to how “duty” surgery is run

The surgery is looking to introduce changes in December to how we manage acute on the day demand by working with a “Urgent Care team” made up of GP/Nurse Practitioner/Assistant Practitioner. The aim is detailed below:

The Urgent Care team will only for patients with symptoms less than 48hours old including abdominal pain, chesty coughs, sore throats, ear ache, children with fevers, urine infections, rashes etc.

If patient has central chest pain or extreme shortness of breath they will be told by reception to call 999.

*The clinic will **not** be for patients with Ongoing or Long Term medical conditions.*

Patients who request an appointment for the "same day" or “urgent” appointments will be either asked to come to the surgery at a time to sit and wait or depending on the condition called back by the team.

When a patient calls and asks to be seen on the day as the matter is urgent, the reception staff will ask for details about the nature of the problem, the receptionists are trained to advise patients of the most appropriate route of care (self-care, pharmacy, surgery appointment, A&E). If patient is added to the Urgent Care List they will be given an arrival time, they will then have to sit and wait as patients will be dealt with in order of priority. Due to the nature of the clinic they may have to wait up to 2 hours to be seen.

This process will apply if you come to the surgery without an appointment or when you request to be seen on the day you call by telephone.

The Duty Care team will see or call the patients according to clinical urgency.

We need to see how we can balance this demand with the demand for booking routine appointments.

The Practice has a further new addition to the Nursing Team; Susan Petley is an Advanced Nurse Practitioner who comes with a wealth of experience of working in an urgent care setting. As well as being part of the “duty team” Susan will also be offering early morning extended hours appointments which are bookable on-line.

Proposal Patient Questionnaire – no firm decision has been made on layout of questionnaire. Karen to contact CCG for a template as a patient survey is required as part of contract. The PPG feel it would be better if all surgeries were asking same/similar questions to get comparable data.

Brexit - Information regarding medication ordering

<https://www.england.nhs.uk/eu-exit/medicines/medicines-faq/>

News articles

The Group asked how the Practice responds to headline news articles about drugs/research. Advised we follow guidance from NHS England and NICE regarding drugs.

Date for next meeting 22 January 2019 at 5.30pm

