

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**

**Wednesday 28 August 2019**

**5.30pm – 6.30pm**

Present: Diane Bowers, Angela Fell, Mary Chuck, Derick Acton, Jane Brown, Bernie Wilkinson, Karen Chriscoli

Apologies: Richard Utely, Joanne Price, Kath Douglas-Furner, Susan Scales

Welcome to new group members Derick and Jane, thank you for joining us.

Brief history of the PPG and Practice to help explain “big picture”. Advised to review previous PPG meeting minutes particularly those from 2018/19.

Discussion about appointments system, changes made to system in 2018 (please see PPG minutes 14 March 2018).

Request for more appointments to be available on –line, explained that currently our clinical system does not have the capacity to automatically stagger the release of appointments, the options we have are static at on the day or a specified number of days ahead (ie 14). We are working with our provider to come up with a solution and aim to meet the target set by NHS England to provide up to 25% of appointments on-line.

**Update on new telephone system**

The Practice went live with new telephone system 1 August 2019. Seems positive in managing demand particularly first thing in a morning as additional staff members can sign in to take calls until the queues drop.

All calls are recorded and some have already been used for training purposes and for complaint resolution. Due to staff vacancies and holidays we don't yet have a true picture of how much more efficient the system is. It is however helping us to manage the queues better even when not fully staffed.

**Suggestion for in-house survey**

- National GP Patient Survey results see links below

<https://gp-patient.co.uk/report?practicecode=N81075>

<https://gp-patient.co.uk/PatientExperiences?practicecode=N81075>

The Group felt that the results of the national survey did not give a true reflection of the work at the Practice or acknowledge the changes made. The Group felt any survey should assess if recent changes have made a difference for patients. The Group agreed to have a think about what questions need to be asked. Previous in-house survey focused on “access to a clinician”

In-house survey in 2018 please see link below:

Number of Responses: 245

### Patient Satisfaction - Access to a Clinician

Please think about the last appointment you booked at the surgery since January 2018. How did you book your appointment?

Telephone	67%
On-line	22%
At reception desk	9%

Did you book your appointment in advance?

Yes	62%
No	35%

Which member of our team did you see?

Doctor	60%
Nurse Practitioner	23%
Practice Nurse	11%
Assistant Practitioner	4%
Health Care Assistant	0%
Pharmacist	0%

How satisfied were you with the appointment booking process?

Very satisfied	48%
Satisfied	31%
Not satisfied	11%
Not at all satisfied	7%

Were you satisfied with the treatment you received?

Very satisfied	76%
Satisfied	19%
Not satisfied	2%
Not at all satisfied	1%

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### Primary Care Network update

All Practices in the South Warrington Network (SWaN) now provided extended hours appointment.

A Task and Finish group is to be set up to review what Social Prescribing elements are already available in Warrington and to see what would work best for Practices and our Patients.

Clinical Pharmacists will work across SWaN, work is underway to ensure

### Flu season preparation

This year the World Health Organisation delayed its' recommendation on one of the strains of the virus by a period of 4 weeks. This has had an impact to our deliveries of the vaccines to our surgery, this has resulted in our Flu vaccination clinics being available from mid-October. The appointments are being released to book from early September.

### Staff news

- The Practice has bid farewell to Dr Thompson at the end of July. Dr Thompson has moved to a Practice closer to home.
- New staff joining the team  
Hannah Bromley - Receptionist (July)

Tracey Gardner – Nurse Practitioner (August)  
Jo Rogerson - Receptionist (July)  
Dr Fisher – Salaried GP (September)  
Xiurong Deng - Practice Nurse (September)  
Susan Petley – Nurse Practitioner (October)  
Ongoing recruitment for vacancies within the admin team

**Date for next meeting**  
**Wednesday 23 October 2019 at 5.30pm**