

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP
Wednesday 7th September 2016
5.30pm – 6.30pm

Present: Peter Whitehead, Laura Fargher, Joanne Price, Diane Bowers, Angela Fell, Kath Douglas-Furner, Richard Utely, Karen Chriscoli

Apologies: Dave Lamb, Susan Scales- Barlow, Tara Sheikh, Moyra Pethybridge, Bernie Wilkinson, Zoe Thompson

Appointment system feedback

The Practice is receiving more positive feedback about the new appointment system. Patient's happy with the on-line access. Currently the numbers of appointments on-line seem to be the right amount when balancing with daily demand.

Flu clinics

Saturday 1st October 9am -12.30pm

Friday 7th October 9am to 1pm (Healthwatch visit 7th October to speak to patients in waiting areas)

Wednesday 12th October 2pm to 6pm

Friday 14th October 9am to 1pm

Wednesday 19th October 9am to 1pm

Friday 21st October 9am to 1pm

Wednesday 26th October 9am to 1pm

Friday 28th October 9am to 1pm

Please encourage patients in at risk groups to come to the surgery to have them done, we have ordered vaccines based on these numbers.

<http://www.nhs.uk/conditions/vaccinations/pages/who-should-have-flu-vaccine.aspx>

You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are very overweight
- are living in a long-stay residential care home or other long-stay care facility

- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a front-line health and social care worker. It is your employer's responsibility to arrange vaccination for you

Prescriptions

Patients can request prescriptions on-line in 2 ways:

Via surgery website – which gives automatic reply to say the prescription is being processed.

Via Patient Access – the prescription request goes direct into patient clinical record/GP's request box. Patients can view that the request has been accepted.

The Group ask if there is any way that patients who request on-line can have a courtesy email letting them know when prescription has been transferred to pharmacy. This isn't always easy to monitor particularly with electronic prescriptions as they go direct to the pharmacy and also with workload, the prescription office team can process over 500 prescriptions requests each day. The team will contact patient by email or telephone if there is any query regarding the prescription.

Warrington Brand

Information shared with group about Warrington Brand, see documents below:

[Warrington Brand](#)

[Warrington BES information CCG.docx](#)

Dr Cox resignation

Dr Cox is leaving the Practice at the end of September and will take up a new position at Springfield Medical Centre. We wish him well for the future.

The Practice is currently recruiting to fill the post, we have arranged cover with our usual locums through October and November.

PCSE (Primary Care Support England) – Significant Event: Medical Records Movement

On-going since April 2016. Records movement changed from being provided by local area offices to national service provided by Capita. Previous trial of the new system had not been successful but the changeover went ahead.

The Practice raised concerns about Information Governance particularly confidentiality following reports of records going missing or not be transferred to correct surgery. The situation has been raised as a significant event by the Practice. It is also a national issue. It has been reported on in the national press.

The Practice took the decision to not allow any records to be removed until we had written confirmation that the system was safe and fit for purpose. We received this early in August and therefore requested written confirmation about a plan to remove the 300 records requiring transfer; despite numerous phone calls and emails the situation has not been resolved despite being in contact with liaison support from Capita. The Practice is currently concerned about clinical risk of records not being transferred in a timely manner. We have worked closely with other Practices who needed urgent information about new patients. We will continue to work to resolve this issue.

Public health champion

The Practice has employed a Public Health Champion on a 12 month fixed term contract to support us in promoting public health campaigns. Working alongside Warrington Public Health, we will promote the following campaigns:

Be Clear on Cancer

<http://www.cancerresearchuk.org/health-professional/early-diagnosis-activities/be-clear-on-cancer>

One You (lifestyle; smoking, drinking, eating, moving, sleep and stress)

<https://www.nhs.uk/oneyou>

Make Time mental health wellbeing (Connect, be active, take notice, keep learning, give)

https://www.warrington.gov.uk/news/article/2051/take_five_and_make_time_for_your_health

<http://www.make-time.org/>

Dry January

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

We will also cover other campaigns as per the public health calendar.

Survey suggestions

As per previous discussions, the group will draw up a short survey to gather feedback about the appointment system changes made at the beginning of April 2016. The aim is to have the short survey ready to capture feedback during October both in Practice and on-line. Suggestions of questions to Karen Chriscoli by 14 September please.

Date of next meeting

Wednesday 30 November 2016 at 5.30pm