

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 16 July 2014**  
**5.30pm – 6.30pm**

Present: Karen Chriscoli, Helen Dearden, Peter Whitehead, Kit Heald, Andrew Renshaw, Allan Mackie, Angela Fell, Hilary Wood, Dr Zoe Thompson

Apologies: Julie Scholes, Dorothy Carter, Susan Scales-Barlow, Jack Froggatt

**Welcome** - to all plus 2 new members of the group Angela and Helen. Kit handed in her "badge after 3 years' service; will keep in touch and is happy to help if we need it but won't attend any more meetings. Many thanks for all the support at open days/surveys/festival etc.

**Stockton Heath Festival – feedback**

5 members of the Practice team (Karen, Julie, Bernie, Lorraine and Sandra) attended along with Kit from PPG.

To ensure we can attend events of this type we do need more support from PPG members. Understand holidays and prior commitment to festival. We need PPG members alongside us to promote the work they do in the group otherwise it will be seen as the Practice team doing all the work.

The day was very successful in being able to talk to patients who aren't regulars at the surgery.

Patients who are not our patients seem to have a negative opinion of the Practice. Why? The patients we spoke to who are registered have a positive view and fed back that they can see the hard work that is being done within the Practice to improve service provision.

Focused on

- Doctor First
- Self-care awareness via surgery website
- CCG "Choose Well" campaign

Lots of interest in the new Practice Newsletter – with hindsight we should have printed more of these and less of the self-care leaflets.

We later had feedback from a CCG meeting that a representative from Health Watch Warrington had commented on how impressed they were that we were "out in the community".

It was found to be better than the Open Days in promoting the Practice to a wider audience.

## **Suggestions** for where else we could attend?

- Drop –ins at 6<sup>th</sup> form or colleges
- Stockton Heath Festival arrange Christmas Markets, 1 Sunday in December

## **ACTION:**

Peter's daughter works for education authority, try to get contact details.  
Karen to contact Heather to see if she has contact details of college/knows of any younger people who are interested in joining the group.

Leaflets could be distributed to the following much like we did with Doctor First promotion.

- Stockton Heath Primary School
- Library

Our Dr Who Scarecrow came 2<sup>nd</sup> in the festival competition, many thanks to Walton Lea Project for building such a fantastic scarecrow. Would be good to do more things like this to give us a presence in the local community.

## **Patient Participation Enhanced Service requirements – to discuss action plan**

Need to decide 3 focus points for PPG for coming year. Karen suggested communication/community health champions/care homes – what PPG does & what the Practice does.

- Need reception staff to promote PPG
- Newsletter – well received – group suggest that more copies are distributed in waiting areas rather than just displayed. Almost 500 patients are registered via website to receive a copy but we don't know whether it gets read. – Karen to ensure that the format is printable, some difficulties with previous format. Suggestion to include “blogs” about daily life within the Practice – group particularly liked the “day in the life of GP” article.

**Suggestion** to ask receptionists to gather patient emails so that they can be registered to receive the email – with option to unsubscribe – Karen will discuss with team.

**Suggestion** – include details about “Primary Care Home” following next CCG meeting.

**Suggestion** – develop a business card which promotes the PPG. Local printers will add QR code which will be direct link to page on website.

- **Continue with mini events** – need more suggestions of service providers. Practice already hosts: Smoking Cessation team, Reach for Health team, coming soon – Warrington Pathways – Alcohol team.

**Suggestion** – put a “What's on” page on website and on display in surgery.

**Suggestion** – put details in local magazines - Little Big/Stockton Heath Magazine. **ACTION** – group members will bring in copies so that Karen has the contact details.

- **Suggestion:** Comments and Suggestion sheet to be promoted in the waiting area with a box for patients to put it in. Already have a page on website which is used regularly – responses are sent when appropriate. Group did not think that a board for patients to write their thoughts on within waiting area was appropriate due to previous vandalism. **ACTION** – Karen to ask surgery handyman to build a box for reception area.
- **Suggestion** – find an electronic facility that will aid gaining patient feedback – particularly for the future “friends and family” test.

**Date for next meeting: Wednesday 17 September 2014 at 5.30pm prompt**

*Priorities agreed:*

*Priority 1: Communication*

*Contact patients who don't come to surgery – colleges, community groups, unemployed, sheltered housing, nursing and residential homes, patients with learning disability, patients with drug/alcohol problems*

*Priority 2: Newsletter*

*Continue to develop Practice newsletter – information – blogs – news about work being done in wider community by Warrington Clinical Commissioning Group*

*Priority 3: Suggestion Box*

*Feedback already accessible via website, need to develop format for patients within the surgery. It will be used to promote “friends and family test” which is coming in to action in the autumn.*