

Park Farm Medical Centre and Vernon Street Surgery

PATIENT PARTICIPATION GROUP (PPG)

Minutes for Quarterly Meeting , Wednesday 10th July 2024

The meeting opened at 6.30, on both 'face to face' at Park Farm Medical Practice, and on Teams.

There were some sound issues in the first 20 minutes of the meeting causing some Teams attendees to leave. Simon had checked that all the settings were working beforehand, but the IT Gremlins struck. Simon was able to restore the sound for the rest of the meeting and will certainly troubleshoot for next time.

Attendees: Sue O'Key, Baldev Anand, Afsana Afsar, Richard Smith, Raj Jogia, Nigel Aspdin, Margot Keats, Bill Keats, Ian Pettitt, Eileen Pettitt, Glenda Youde, Roger Haylett, Val Haylett, Simon Jones, Vanda Vickers, Sue Ekins

Val Haylett (Chair) welcomed everyone to the meeting.

Apologies: Teresa Kennedy, Andy Ronaldson

The minutes of the previous meeting in April were agreed. Val thanked Vanda for minute taking.

Matters arising & Actions from the last meeting-

- *Simon and Amanda to look at the practice email contact details* – this was discussed with Senior Partners and Senior Admin – the generic email not on display because the practice was advised by provider not to. It generates too much spam. The route to contact the practice will be standardised. The online link to Contact us from the website dashboard will remain and queries will be dealt with daily as usual. The Complaints Policy will provide a generic email address.
- *Simon to check if Systemonline will be affected by prospective access* – no nothing will change
- *Simon to consider CCTV for safety of staff and security of practice* – this was discussed at the Practice, consensus was it is not necessary – receptionists do not work alone, and all calls are recorded

Afsana Afsar, Pharmacist

The role of the Pharmacist in General Practice

Followed by Q&A

Afsana has been working for 3 years. for practice and is the lead Practice Pharmacist.

Pharmacists are experts on medications.

Lots of patients don't understand why they are taking their medications and may stop taking them if they are feeling better, when they should continue until advised otherwise by a Practitioner. The Pharmacist can clarify why, when and how medications should be taken.

It is important for patients to share with Practitioners any side effects or complications experienced whilst taking their meds to improve their outcomes.

Practice Pharmacists carry out medication reviews. Structured reviews are only offered to patients in care homes etc. They take a holistic approach considering the frailty, age, how many/what medications are taken and consider any implications such as kidney function.

All Pharmacists [general chemist and practice] are highly trained, but Practice Pharmacists undertake further intensive training to work within a Practice and then may undertake more training to specialise e.g.in diabetes.

Where the Practice Pharmacist is competent, they can prescribe acute meds – those that can't be ordered online. They will look at patient notes and frequently refer to a GP.

Other duties:

Repeat meds request that need regular monitoring – they can check and approve for the next year
Some drugs carry a shared care agreement with GP/hospital e.g. for ADHD so all have monitoring in place as an additional safety net.

Practice website queries regarding meds

Nursing home queries, outpatient medications.

Additional input for multidisciplinary team e.g. refers to social prescribers with patient consent.

Audits are carried out within the Practice – e.g. patient needs blood test within time parameters for e.g. renal function.

Housebound patient's vaccines e.g. Covid and will do meds reviews.

Also, they consider the current use of 2 drugs together and if it is still appropriate and make changes
Clinics – hypertension, asthma etc.

Consideration of whether use of a generic [cheaper] med is as effective as a branded one – overseen by the ICB [Integrated Care Board].

General pharmacy /chemist can prescribe e.g. antibiotics and may liaise with the Practice Pharmacist.
A local chemist can prescribe to patients between 16 and 64 yrs. of age for e.g. a UTI that the patient has experienced before – this saves a GP appointment . They use clinical judgement as regards which meds are appropriate. Any prescription is notified to the Practice.

Q&A

- Have patients direct access to the Practice Pharmacist? - ring reception at practice for appointment &/or a call back. Simon commented - Care Navigation on the initial call with receptionist will signpost to the appropriate practitioner – this makes it more efficient for patient. But do suggest to the receptionist a Pharmacist appointment if you feel it is what you need
- Pharmacy First – the chemist would not prescribe a UTI antibiotic, why? – The patient is over 65 and it can be more dangerous - need blood tests. The Practice pharmacist is a member of team and has full access to patient notes unlike general pharmacy who only have access to requests from the practice.
- Is there a difference between the term drug & medication? No, they are the same.
- A Member was called in for medication review but doesn't have medications anymore – why? Some medications carry a marker indicating that the patient should continue to be monitored for their wellbeing even after the course is finished
- A Member was prescribed an inhaler that she couldn't use because of her arthritic hands – she should ring in for alternative inhaler type
- Some diabetes monitors unusable by left handers, very awkward, supplier very unhelpful on contact I – practice is restricted by what the ICB will authorise – however you should query it with diabetic nurses.
- When you are discharged from hospital and kept waiting for medicine take ages, this blocks the bed for another patient – why can't the meds request go to your GP? - It's a funding issue, the hospital pay for the meds. Regarding the wait a member stated her medications were taxied to her later, also they can be biked to you. Val told us there is now a Discharge Unit at the Royal Derby Hospital. You are moved from the ward to the Discharge Unit when you are informed you can go home and you can await in the Unit for your medication, this frees up the bed on the Ward. There is an easy pick up point for families/friends to collect the patient at their convenience.
- What hours is the Pharmacist available 9a.m to 5pm. – not Wednesday.

Practice Update – Simon Jones, Practice Manager

The new telephone system is now in place – initially the cut off was at 40 calls but now it is open ended. The call back system is working very well. The very busy time is Mon 8a.m. or after a Bank Holiday. Please feedback if there are any problems. Both practice phone numbers, Park Farm and Vernon St, go to same place.

Staffing - our 2 trainee GPs are both at the end of their training cycle so will be leaving, 2 new registrars will join – all work under GP supervision

Covid clinics have ended. October - Covid & flu combined appointments will be available but you can opt just a flu vaccine if you prefer.

Vernon St – the old sliding glass screen will be replaced by one providing better communication between staff and patients and will provide better security for staff.

Vernon St had serious flooding on the top floor & reception area. The Practice was out of action 1 day...

The whole building needs major work including new ceilings. As it is a Grade II listed building this is not straight forward. Work is planned for August/September so there might be a short closure, but we are trying to avoid that.

Any other business:

- Why is the radio at Vernon St not switched off [it helps maintain receptionist/patient confidentiality]? - Just an oversight. We have music licences for both surgeries, so will get it turned on
- Has there been a big influx of patients from the new housing estate? No not noticeable
- Biggest problem here is room availability.
- Feedback from a member - Very happy with the Practice. However, when he asked for access to the website/system and a password the Receptionist had no knowledge of needing a password or how it worked. It was later sorted. Simon suggested it may have been a new receptionist. There is ongoing training for all the reception staff from Amanda
- Why is there no clock in upper waiting room at Park Farm? - We will get one.
- Ramp at the front entrance – there is no handrail & there is a drop at side – causes mobility issues for some – It will be looked at.

Action:

Simon - Ramp at front of Park Farm Practice needs attention

Meeting closed 19.44

Next meeting

Wednesday 9th October 2024 at 7pm

In person in the meeting room at Park Farm Medical Centre and available on Teams.