

PPG Meeting Minutes –Wednesday 11th May 2022

Present: JG-O, Dr SP, Dr VG, DN, MJ, VL, NC-P

1. Role of Clinical pharmacist & CPCS referrals (Darshan Negandhi - Clinical Pharmacist)

- CPCS is the Community pharmacist's consultation service. Patients can be referred by the practice to the community pharmacist for minor ailments. This is an appointment system and once reception make the referral, the pharmacy will contact the patient. If any red flags are raised during the consultation then patient would be re-referred to the GP.
- CPCS allows for a consultation with a professional and in most cases a same day consultation. A consultation can take place over the phone as well as in person.
- You can have a facilitator assist with the appointment, for example if deaf or have mobility issues. Make it known at the time of referral (with reception) that you are happy to consent to someone helping you with the appointment.
- If prescriptions are usually free of charge to the patient it is possible they will have to pay for medication at the pharmacy if deemed necessary but this may be at a very low cost e.g. a box of paracetamol ~£0.30 a box.
- You can chose to attend any pharmacy that is providing the service. At present, Imperial Pharmacy are not providing the service.
- Stonecot have two clinical pharmacists that can assist with medication reviews, demonstrations on how to use your medication such as inhalers, blood pressure monitors etc. Offer counselling using health coaching techniques to help understand any issues you may have with your medication and consistency in taking them.

2. Other Clinical roles & programmes (Dr Shinal Patel)

- Social prescriber- trained healthcare professional who connects people to the right community services. Helpful to patients that are not engaging with the practice and services available to them.
- Clinical Pharmacist- Helping to keep us on track post COVID. Blood tests, blood pressure checks and other routine things that may have been overlooked such as use of medication and medication reviews.
- Physician's Associate (PA) - trained medical professionals that can do pretty much everything a doctor can do but cannot prescribe medication. They have a wealth of knowledge and Stonecot have two of them. One PA has an interest in frailty and does regular home visits for people we notice are not attending the practice, taking their medication or doing their reviews.
- Mental Health Practitioner- works alongside St Georges Mental Health Trust. Helping with those that need extra care e.g. severe mental health. They can provide interim care whilst waiting for psychiatrists.

- Care-Coordinator – works within the practice admin team. Has a more patient facing role and follows up referrals or difficult cases.
- Projects we are currently involved in are:
 - Weight management: referring diabetes, high BP, BMI over 30 or BAME with a BMI over 27.5.
 - BP at home: we have blood pressure monitors we can give to patients that don't have a BP machine. They are required to submit their readings every 6 months.
 - Inequalities: a video group with young mums and expectant mothers.
 - Diabetes: a cooking course to show diabetic patients how to cook a one pot meal.

N.B. These projects should be seen in the context of COVID.

3. Use of the website (Jessica Giwa-Osagie- Practice Manager)

- The website contains many useful forms which may mean you do not need to call the practice. All forms completed on the website are received by the reception team and responded to usually within 2 days.
 - Forms: Asthma, blood pressure, prescription requests, height and weight.
- The website is great for non-urgent queries, feedback, searching for local services such as pharmacies, smoking cessation and information on minor ailments.
- If in doubt about using the titled tiles, use the search bar on the top of the page and free text what you are looking for.
- Use of the website may save you time and reduce the traffic on the phone lines.
- The website is frequently updated with current information about our services.

4. Future building works (Dr Shinal Patel)

- During COVID we became very aware of the need for more rooms and clinical space so we created an additional consultation room as well as converted the staff room into a working area with more PC's and telephones to allow for more patient consultations.
- We put forward a proposal for a building extension in 2018, this was originally rejected but due to the increased clinical staff roles we now house and the impact of COVID, we have been approved to extend the practice upwards (attic/ loft extension).
- This means we will go from 7 consultation rooms to 12. In addition to this we will have a larger waiting area and likely to be able to offer a daily phlebotomy service.
- We hope building work will start soon, it is expected to take 6 months and the builders plan to work floor by floor to minimise disruption to our service.

5. AOB

- Reminders:
 - Patients can book a mixture of face to face and telephone appointments, this is patient choice.
 - Our website is the best way to contact us for non-urgent things such as reviews, feedback, general questions/ requests.
 - We continue to wear face masks whilst in the surgery.

6. Suggestions (made by those in attendance)

- The website should be better advertised, maybe via a text, message on the practice voicemail, a poster in the waiting area, reception informing patients when speaking with them, have someone in the waiting area showing people how to use the website.
- More national awareness is needed for the new clinical roles.
- A possible subscribers list for a monthly newsletter to keep patients informed.
- Target specific groups in the community via the local churches, mosques etc.
- More social media presence such as Facebook and twitter.
- Letting local care homes, local pre-schools, schools, day centres for both kids and elderly, local craft groups or book clubs have information so they are aware of services. Possibly via pamphlet drop off.