



biddulphdoctors Patient Participation Group

Minutes from Meeting held in biddulphdoctors Health Centre
on
Wednesday 13th Dec 2023 at 10.30

Present:	Jo Lawson	JL	
	Peter Price	PP	
	Susan Findlow	SF	
	Ann Lally	AL	
	Melanie Smith	MS	
	Peter Stanway	PS	
	Oliver McGuinnes	OM	
	Simon Taylor	ST	
Apologies:	Sue Ashman Carole Goodwin Alan Smith Barbara Young		

Agenda Item		Action	Time scale
1	The group welcomed 2 of the four new members namely Peter & Simon. Alan was at a hospital appointment and Barbara had unfortunately fallen and broken her arm. We hope to see them both soon.		
2 / 2.1	Matters Arising (23 rd Aug) PP asked about DNAs and the three strikes and out rule. Had it been implemented? JL informed the meeting that there had been 190 DNAs last month, but none had triggered any letters. The practice needed to look at an alternative to sending letters as this would be expensive due to postage costs and stationery needed. There was a brief discussion about the lack of Be-friending Service and what resources were required. OM is to draft a list of requirements and pass them onto PP.	OM	

3	<p>JL informed the meeting that 2398 flu vaccinations and 2550 Covid vaccinations had been carried out so far. Because some vaccination doses are still available people in the 18 to 26 and vulnerable category were being called and offered a vaccination. Amy Donnelly has been appointed operations manager with a view to creating time for JL to work on finance in the Practice. Dr Pitts has been appointed as a GP; but is due to go on maternity leave at the end of February 2024.</p> <p>The Friends & Family feedback is generally very good however there is a consistent complaint about the height of the check in screen in the reception. The complaint is that it is too low. Discussion led to the conclusion that it was low for wheelchair users!</p> <p>2 additional Advanced Nurse Practitioners (ANP) have been appointed. It was asked if one could visit our next meeting. There is extra out of hours provision at Basford, Leek (Moorland Health Centre, Leek Health Centre) and Werrington. The new phone system is working well. 8460 calls last month. Cancellations via a dedicated line was discussed. It is possible to book appointment on the app.</p> <p>Research into Violence towards staff is being carried out.</p>	JL	
4	<p>PP reported that there had so far been limited response from Tracey Sherwin with regard to the issues raised with reference to patient participation within the Integrated Care Board.</p>		
5	<p>The meeting was joined by Daniel Paterson to explain his role as a clinical pharmacist.</p> <p style="text-align: center;">Professional Background</p> <ul style="list-style-type: none"> • Graduated from Nottingham University and then qualified in 2001. • Previous hospital experience and Community Pharmacy Manager • Worked as Pharmacist within Biddulph since 2008 • Joined the Biddulph GP workforce in 2017, working for both BD and BV Surgeries • In 2019 studied at Sheffield University to become an Independent Prescriber • In 2020 completed the 2-year Manchester University led Clinical Pharmacist Pathway Course • March 2023 employed full time by BD <p style="text-align: center;">Clinical Pharmacist Role</p> <p>NHS England description of the Clinical Pharmacist role: “...working as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks. The role is pivotal to improving</p>		

the quality of care and ensuring patient safety.
 Having clinical pharmacists in GP practices means that GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with more complex conditions. This helps GPs to manage the demands on their time.”

Essentially aims to help improve the quality of care and operational efficiencies within the surgery. The role includes but not limited to:

- Structured medication reviews, f-2-f and telephone-based reviews especially focusing on older patients with polypharmacy and with multiple co-morbidities.
- Management of long-term conditions, i.e. Hypertension, Cardiovascular disease, Asthma, COPD, Diabetes, AF
- Also, other areas: Chronic pain management, mental health, HRT review, Osteoporosis, minor ailments,
- Provide buffer day sessions to support the GP workload on busier days – acute presentation of chest and ear infections, skin conditions, pain management, medicine concerns!
- Review and action blood test results
- Processing urgent prescription requests
- Authorisations and reauthorisation of repeat prescription requests,
- Medicines information service for all GPs and Clinicians.
- Resolving medicines supply/out of stock issues
- Liaising with community pharmacy to help resolve medication issues/improve patient safety.
- Provide on the day clinical support to the patient services team and admin staff.
- Action hospital letter recommendations
- Completing quality improvement and clinical audits
- Supporting the Surgery to meet QoF targets.
- Regular meetings with PCN pharmacy team to ensure we receive maximum benefit from their input.

Day in the Life

- **9.00-9.30:** Review and action blood test results
- **9.30-10.30:** Action forwarded hospital letters (Docman tasks)
- **10.30-11.30** Authorising, reviewing and signing repeat prescription requests. Arranging for medication or condition reviews if required. Contacting patients directly if more urgent concern related to request.
- **11.30-12.00:** Action AccuRx text message replies for HRT requests, med review responses and submitted BP readings.
- **12.00-12.30:** Action tasks and emails received from Patient Services Team and other Clinicians (usually advice requests or patient medication issues that are needed to be resolved more urgently)

	<ul style="list-style-type: none"> ▪ 13.00 -13.30: Clinical Audit: working through CQC searches or QOF searches. ▪ 13.30–16.45: Conduct 12 x 15 min pre-bookable appointments either f-2-f or telephone call (pt preference) ▪ 16.45–17.30: Signing urgent acute and repeat prescription requests, completing tasks and email advice requests, scan blood test results for any needing urgent action. ▪ (Throughout the day I accept phone calls from the community pharmacies, deal with immediate queries/issues raised by patient services and also try to meet with duty GP to discuss any clinical concerns I may have encountered) 		
6	<u>AOB.</u>		
8	Date of the next meeting is Wed 14th February at 10.30am in the Health Centre		