

Thurleigh Road Patient Group Meeting

27th January 2022

5:30pm Thurleigh Road Studio

MINUTES

1. Present:

Sue Stern (Chair)
Janice Price
James Marsh
Patrizia Kwella
Sara Turner
Sandra Reeves (Management Partner)
Dr Eva Liu (GP Partner)
Sam Davies
Carolyn O'Grady
Alison Mansfield
Richard Stern (minutes)

Apologies from Shushma Leidig, Suzy Pawlack, Ivor Rawlinson, Gwen Rosen, Viv Taylor-Gee.

2. Presentation from Kamran Mangral, Practice Clinical Pharmacist.

His role is to help the clinical teams by doing annual medication reviews and monitoring high risk medicines. His telephone clinics on Mondays and Thursdays can be booked by patients via reception. He can advise and prescribe medication and it is expected his role will expand.

The procedure for medication reviews was clarified. The date for next review appears on paper prescription. Patients can make an appointment for a review with Kamran or a GP. If a patient requests medication but needs a review the admin team will contact patient by text or, if no smart phone, a phone call, to remind them. Patient will definitely be contacted if medication is refused.

Presentation from Phaedra Leigh, Practice Social Prescriber.

Phaedra supports patients with social and some mental health needs e.g. autism. GPs can refer patients for help with social isolation, long covid, housing needs etc. She works Mondays and Wednesdays and patients over 18 years can contact her directly.

Some face-to-face interviews but 2/3 are by telephone.

Discussion about how to publicise these new roles for patients. Sandra to consider putting more information on website, possibly with videos of Kamran and Phaedra talking about their roles and a poster in the surgery.

3. Minutes of last meeting were accepted.

Sue confirmed that evidence had been submitted to the Select Committee on the Future of General Practice.

4. News from Practice

- Update on Covid booster campaign – clinics have been continuing throughout December and January with the help of volunteers. No more are planned at present but this is under review.

- Staffing – The Practice has been trying to recruit to the following vacancies: GP sessions (there is a shortage of GPs), junior nurse and receptionists. They are also recruiting a pharmacy technician to support Kamran, as well as looking into the roles of physicians' associates, and paramedics. There is a problem with shortage of room space for these new roles. A new reception supervisor is to start next week. In addition there has been a lot of staff sickness.

- The number of face to face interviews with patients has increased. Should lateral flow tests be required before consultations?

- The phone system is to be upgraded and Dr Christopher is working on this.

- Mandatory vaccinations for staff will cause problems as some staff are not vaccinated.

- Sandra is providing well-being support for staff to help with anxiety and stress in these difficult times.

- Sale of premises to PHP is proceeding.

5. Hospital Discharge.

There is a shortage of district nurses. Chronic cases are identified by PACT, Planning All Care Together. GPs review hospital discharge letters and take appropriate action. 'Hospital at Home' exists to facilitate discharge plan.

- Healthwatch is doing research on carers and hospital discharge. The Practice was asked to put carers in touch with Healthwatch for this study. Sara to provide information to Sandra and Healthwatch to promote the link.

6. How can we help the Practice?

Virtual Group – Sue to contact Shushma re email to patients about the patient group.

The Chair thanked the Practice staff for their help with the group in these difficult times.

Should the Practice consider using social media to communicate with patients? Many older patients do not use it. The website is work in progress.

7. AOB

Healthwatch – Sue will circulate newsletter and ask members to join it. It is ‘the Patients’ Champion’.

Sue will also circulate information from National Association for Patient Participation about the statutory basis for the PPG and Sandra agreed to arrange funding for next year’s subscription.

-Next meeting 31.03.2022

Richard Stern, Sue Stern 31.01.2022