

White Lodge Medical Practice

Patient Participation Group Meeting Minutes

Date: Wednesday 11th November 2020; 14:00 – MS Teams

Participants: V. Mison, S. Cockle, R. Serner, S. Byruck, R. Lemberger, R. Hester, M. Karas (PM)

- 1) Welcome and introductions – roll call
- a) New roles in the practice

Clinical pharmacist (Anjalee Kapadia)

Clinical pharmacists work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. It includes providing extra help to manage long-term conditions, advice for those on multiple medications and better access to health checks. The role is pivotal to improving 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

Physician Associate (Fadime Oztas)

The physician associate (PA) works in conjunction with and complementary to the existing general practice team. We are a new healthcare professional who, while not a doctor, works to the medical model, with the attitudes, skills and knowledge base to deliver holistic care and treatment within the general medical and/or general practice team under defined levels of supervision. Physician associates can:

- make and document a detailed differential diagnosis having taken a history and completed a physical examination. We work with patients and carers to agree a comprehensive management plan.
- maintain and deliver clinical management in collaboration with the patient and on behalf of the supervising physician whilst the patient travels through a complete episode of care.
- perform diagnostic and therapeutic procedures and prescribe medications (we cannot sign the prescription, but we can do the groundwork and generate the prescription).
- request and interpret diagnostic studies and undertake patient education, counselling and health promotion.

- 2) Flu Immunisation Programme – update and feedback from members

So far, we have vaccinated over 2000 patients, comfortable leading the tables in our CCG in terms of the vaccination rate. The uptake among 2-3-year-olds is disappointing but still in comparison with other practices we are on the lead.

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Feedback: Positive, efficient service with no safety concerns.

We gain valuable experience to conduct mass vaccination to our patients safely and efficiently.

- 3) COVID-19 update – local perspective – 1865 cases in October, and 507 in November. There is an anticipation of COVID-19 vaccine being available to the most vulnerable patients as early as in December.
- 4) Current challenges at WLMP - update
 - Telephone enquiries – 9K September, nearly 8K October. 70% answered. Our capacity is between 5000-5500 telephones answered each month. We are hoping that the new telephone system will allow us to manage our phonecall much better and will reduce waiting times.
 - Face to face appointments – More and more patients request F2F (In between April 2020 and October 2020 we have seen over 1900 patients for the face to face assessment) WLMP never closed its doors during the pandemic.
 - Aggressive patients – Frustrations due to operating model, and access to care restricted to phone and website.
 - Prescriptions requests – quite a lot of patients still submit requests in the paper. We want to educate as many patients as possible to use a website when requesting medication. It reduces the risk of mistakes and omissions.
- 5) Update about the new premises - Chase Side – building work in progress. We are still on track to move next year.
- 6) Q&A
 - Parking for patients at new premises – arrangements will be confirmed with planners and communicated to all our patients before we move.
 - Vitamin D diet supplements – discussed – I will suggest to our web developers to add advice to our website resources.
- 7) AOB
 - Weather protection in front of the Whitakers Pharmacy – I will suggest to the principal pharmacist to install a temporary marque and feed back to PPG members

Next meeting in New Year mid-January – date TBC before Christmas