

Minutes of the Patient Participation Group Meeting held on
Wednesday 21st June 2023
at 11.00 - 12 pm – Mansfield Community Hospital Seminar Room 1
Face to face Meeting

In attendance – Rebecca Tate – Practice Manager, Philip- Chairman, Mike, John, Jean, Sue O, Pamela, Hilda, Adele

Apologies: Laurence, Sue H

Minutes of the last meeting:

Minutes of the last meeting were agreed as a true record.

Matters Arising

On a welfare scale everyone reported they were fine and well.

Introductions

Re-introductions were made.

Imran – from Orchard Pharmacy

Imran from Orchard Pharmacy went through the CPCS service (Community Pharmacy Consultation Service) what it is, how patients are referred to the pharmacy and how it is going.

The pharmacy service has now been running for just under 2 months, patients with acute illnesses such as stings, bites, sore throats, diarrhoea, coughs for example are more appropriate to be seen by a pharmacy setting, this also saves GP appointments. Imran reported 101 referrals had been made in May and only 26 of those were referred back to the practice for GP input. The practice was grateful of the appointments to offer to patients with more long term conditions or ailments requiring more GP input. Imran re-capped on the process – receptionist signposts to the pharmacy via the medical system, Imran calls the patient back approximately within an hour and asks the patient to attend the pharmacy for consultation within the next few hours. The patient is then seen and treated if necessary, by the pharmacy and a report sent back to the practice the same day. The consultation goes in to the patients medical notes. Should the pharmacy feel the patient requires further GP input Imran calls the practice and recommends the patient to be seen. Receptionist then offers a time or to go straight around to the practice to be seen if the patient is already at the pharmacy.

Questions asked by PPG members were:

Q) Has it changed people going to the pharmacy now they are aware of the service to go to the pharmacy as first point of call?

A) Yes, there has been a lot of patients educated and realise they can now go to the pharmacy for items instead of the GP

Q) What is the cost of each referral made to the pharmacy?

A) The pharmacy gets £14/referral

Q) Can you check a patient's history or have access to the practice's medical system?

A) The pharmacy can see the summary care record history

Q) Do you have to pay for recommendations of over the counter treatment?

A) yes, these are cheaper than prescription items though nearly everything is under £5 which is cheaper than a prescription charge.

Q) How are the pharmacy coping with the demand of the extra work?

A) The pharmacy has now taken on extra qualified staff to check medication items, freeing the pharmacists up to take the referrals. There is now a line which is diverted to ordering, blister packs and pharmacist queries, these calls then go through to the correct person.

All PPG members found the session with Imran very useful and thanked Imran for his time out.

Steve Cooper – CVS Mansfield Community Voluntary Sector

Steve came to inform the group of the CVS service which is now based at Mansfield Civic Centre, having been on St John Street for a good number of years prior to moving. They are a charity organisation who support and work with a wide variety charities. In the past they have been funded by the National Lottery, now they are funded by Mansfield District Council, DWP. The funding isn't too much though. They provide a signposting service to other charities, so if someone gets in touch requiring help Mansfield CVS can put them in touch with the right charity for support and help. There are over 400 charities and 11 food banks in the area. They take a lot of calls each day to give examples: food insecurity, health and well being, loneliness, alcohol & drug dependency debt, fuel poverty to name but a few. Steve gave some examples of where they had helped the people of Mansfield, and in particular Rebecca had contacted Mansfield CVS to see if they could help with a patient who was struggling with collecting a wheelchair from Chesterfield as they had no transport and Red Cross couldn't get until the weekend. Mansfield CVS collected the wheelchair and delivered it to the patient. The practice was very grateful.

The PPG Members were really taken aback by this service that it had been around so many years, but most hadn't heard it existed. It was felt the practice could use Mansfield CVS to help and promote the signposting services they offer to our patients by having an opening drop in session at the practice alongside promotion of our PPG Group as well as our health & well being coach who is down to give an update next month. It was certainly food for thought.

Steve was happy to attend a drop in session whether it be a Saturday or a day in the week, where we promote the day. He was happy to provide posters and promotional activity.

Steve was happy to give the CVS number to members 01623 392444 & the email address: info@mansfieldcvs.org

Other matters arising:

The practice is now a veteran friendly practice we are pleased to announce, Rebecca informed the group if any patients were Veterans or families of veterans then to let us know to put it on their medical record, this will then be included in referral letters made etc. Veteran information is included in this email as there was little time to discuss this further.

HRT Group Clinics – the practice was pleased to announce we shall be holding group HRT sessions for ladies thinking of going on HRT for the first time. In practice we get a lot of patients ring up for this and each one has a separate consultation, a group consultation would be more efficient and would also save 4 appointments. These would be in an evening between 6.30 & 8 pm twice a month. The patient would receive a questionnaire and leaflets before the session, send back the information prior to the meeting, have height, weight & blood pressure taken prior to the start of the talk via our BP machine in the waiting area, then listen to the information given on the night by the GP and then each lady to have a 5 minute consultation for HRT if they are suitable and still wish to go on treatment.

All PPG members felt this was very innovative and supported the group sessions with hopefully a chance to do other group sessions in other areas such as diabetes etc.

NEXT TIME & DATE OF MEETING

Wednesday 26th July 2023 11 – 12 midday, seminar room 2