

# PATIENTS PARTICIPATION GROUP

## MINUTES OF MEETING HELD AT THE KINGSWOOD MEDICAL CENTRE

**DATE** 10<sup>th</sup> August 2023

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**TIME** 1.00pm

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**MEETING CALLED TO ORDER BY** Linda Groves

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### IN ATTENDANCE

Sabina Janaqi Practice Manager, Jane Warden Operations Manager, Linda Groves, Pat Lovell, Connie Burridge, Lorraine Wilson,

### APPOLOGIES

Dr Chajed, Andy McMillan, Colin McNanara

### BOARD

Linda Groves (acting Chairman)

Connie Burridge who initially was taking the minutes has taken a step back from that position. She has however volunteered to be Vice Chairman, although not voted in at the meeting, I'm sure we will all welcome her in her new role.

### REPORTS

Unfortunately, the minutes were unable to be completed during the meeting therefore some parts will be an abridged version, plus anything I can remember whilst typing (Linda). Sabina (Practice Manager) has also given a more detailed synopsis in OTHER NEW SYSTEMS AT THE SURGERY section

Linda gave an update about the Newsletter and explained how patients do usually find it interesting and do take home to read.

Sabina & Jane, both presented us with invaluable information regarding the running of the new surgery and a lot has happened since our last meeting in 2020.

Sort Synopsis of new services in addition to those already available at the surgery over the past 2 years.

- Physiotherapist is now at the surgery from 10.30 – 6.00pm on a Thursday
- Clinical Pharmacist is employed at the surgery and is available 10am – 4pm Number 3 on the telephone.
- Mental Health Practitioners who can assess a patient and refer them to the correct department which is a lot quicker system.

## **OTHER NEW SYSTEMS IN PLACE AT THE SURGERY**

Patients can contact the GP practice online from a portal called PATCHS via the home page on our website: [kingswoodmedicalcentre.co.uk](http://kingswoodmedicalcentre.co.uk) by answering a few simple questions. This service is for ROUTINE/ NON-URGENT medical issues that do not need an immediate response from the practice. For PATCHS requests patient will be contacted by the practice within 72 hours.

As part of the government scheme to help the practices, under the Additional Roles Reimbursement Scheme (ARRS) we have now a specialist physiotherapist based in the practice that would see our patients for Musculoskeletal (MSK) related issues (clinic: every Thursday).

Under the same scheme, we also have a clinical pharmacist who does the medication reviews, a full time pharmacy technician that deals with ALL prescription requests, a social prescriber who deals with the social issues (clinic: Mon & Tue).

We also offer patients direct appointments with Mental Health Practitioners who support individuals with common mental health problems aged 16+.

We also have implemented a new telephone system since April 2022. The system allows the practice to monitor the volume of calls at times/ days of the week. This allows us to plan and respond better to patients' demand. The new system also has the "call back" facility, which uses virtual queues to improve patient's experience. The caller will retain their place in the call queue, the telephone system will call the patient back as their position in the virtual queue nears the front.

We have a designated line for every prescription query: between 10am-4pm.

Info re: Medication review: [kingswoodmedicalcentre.co.uk/prescriptions1.aspx?t=2](http://kingswoodmedicalcentre.co.uk/prescriptions1.aspx?t=2)

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip. This is to help identify any medication on your record that you may no longer be taking and to also ensure that the medication you are taking is suitable at that time and is in accordance with current Health Authority policies. Please be reassured that this will not affect your treatment.

Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions. It is the clinician's legal responsibility to ensure that patient's medication is reviewed. Should patients continue to ignore requests by the Practice for medication reviews then shorter duration prescriptions may be enforced.

We are planning to run the flu clinics from end of September, and the covid clinics from October.

## **ANY OTHER BUSINESS**

Linda mentioned that politeness was required by a specific receptionist and another member also agreed with her.

Linda also suggested a notice be put up on the main entrance reception stating that parking is not allowed on or in front of the yellow hatched areas even if just popping in so as not to obstruct an Ambulance if needed. Although it was mentioned that reception staff should tell people if they notice them parking there.

Connie asked why tablets were always 28 in a pack as she would run out towards the end of the month. Sabina said the NHS has always done it that way and suggested she order well in advance before she does find herself without tablets.

Connie also mentioned about being referred for a review of medication, which does mention in the newsletter that if you are on multiple medication, you should do so at least every 6 months. Which had not happened in Connies case.

Linda mentioned that on her form she receives with her medication it was down to zero and had been for a few months and was notified that she should get a review notice soon.

We would need a volunteer at the next meeting for someone to take the minutes.

### **MEETING CONCLUDED**

AT 2.15PM

### **NEXT MEETING**

9<sup>th</sup> November 2023