

## **Bridgewater Surgeries Patients Participation Group**

Minutes of the Bridgewater Surgeries Patients Participation Group (PPG) AGM and virtual meeting held at Bridgewater House (BH) on Tuesday 6<sup>th</sup> June 2023 starting at 1800hrs.

Present: Russell Cleaver (RC), Lisa Mackin (LM), John O'Connor (JOC) Dr. Gowri Sankaran (GS), Bridgewater Pharmacist and Pharmacy Technician, Bridgewater Surgeries Care Coordinator Tayla Jarman (TJ), Charles Cook (CC)

Virtual Attendees: Anne Cleaver (AC), Christopher Webb (CW), Paul Chambers (PC), Jan Rayat (JR), Ilmas Isayd (II), Cathy Kleiser (CK).

Apologies: Steve Palmer (SP), Judy Doree (JD), William Mead (WM), Patricia Gosling (PG)

Lisa Mackin, Practice Manager, opened the meeting and welcomed all those present in person or via Microsoft Teams (internet connection). From the agenda which had been distributed previously Dr Gowri Sankaran and Lisa Mackin provided a comprehensive update regarding the present status of the Practice and planned future developments. Russell Cleaver followed with a summary of the Annual Report.

### Practice Update 2022 – 2023 (Lisa Mackin and Dr Sankaran)

Huge changes over the past year triggered by missives from NHS England and greatly increasing demands from patients for more medical services.

Since post covid, demand has excelled, numerous changes and developments have dictated in how the practice is run.

The practice remained open throughout the covid epidemic providing consultations either over the phone or face to face after being triaged by a clinician.

Primary care has received increases in funding to provide greatly increased support for other professional staff including Pharmacists, Pharmacy Technicians, Physician Associates (5), Training Nursing Associates (2), Care Coordinators (3), Social Prescribers (4), GP Assistants. All of whom support the Doctors through the Practice.

The practice clinical team now see a greater number of patients than ever before.

Receptionist are trained to direct patients to the most appropriate care, they follow a template which directs them to either book with a Pharmacist, GP, Physician Associate, one of the nursing team or to add the call to the duty Dr list for them to triage. They are also able to book a patient with one of the local pharmacists if their condition is suitable. These appointments could be on the day or for a future date.

The practice provides training for a wide range of trainees, including Trainee Doctors, Medical Students, and Trainee Nurses etc. This takes considerable time and effort by the Doctors and staff to help develop trainees' professional expertise

A new phone system introduced last year provides a call-back option to save patient time. E consult now provides faster access to information and requests to book appointments.

Physician Associates (graduates with a science degree) follow a two-year programme before sitting exams to qualify. This role forms an important part of the daily acute team. All their work in the Practice is highly supervised by the duty Dr with debriefing after consultation and outcomes being monitored.

The Practices provides services to 5 nursing/care or residential homes totalling 285 patients visited on a weekly round. Physician Associates also do acute visits supervised by a Doctor.

On shorter working weeks the demand for clinical services rises with booked appointments and on the day requests significantly higher. The practice plans for this to ensure sufficient cover is provided including the 2 Duty Doctors. All clinicians will share the overall workload by adding extra appointments.

#### In House Pharmacy. (Introduced in 2022) (Bridgewater Pharmacist and Pharmacy Technician)

Pharmacist will monitor patients' medication, undertake annual reviews of some conditions, respond to any urgent medical need, carry out audits including cost evaluation, interpret discharge summaries (for those leaving hospital), discuss changes type or brand of medicine with doctors, undertake phone and face to face consultation and reviews with patients, carry out safety alerts and conduct drug monitoring. They can also take over managing repeat medication formerly only done by Doctors.

#### PPG - 2023 AGM.

##### Minutes

##### 2022-3 Annual Report

Russell Cleaver (Chairman) gave a resume of the PPG's Annual Report which had been distributed with the invitation to attend the AGM. (Please refer to it for more details – it's on the practice web site and PPG notice boards in the practice)

Communications continue to be difficult especially as we'd like to attract more patients into the PPG and the Steering Group. The Patients Association have recently proposed the concept of a 'Buddy' scheme in which active PPGs offer and expertise to those Practices that have inactive or nonexistent PPGs. Of the 135 practices within the Integrated Care Board (ICB) for Herts and West Essex around 50% have no functioning PPG.

The Practices web site has been updated and the PPG section is clearer and more apparent.

The Practices has a cohort of 600 registered carers and a staff member has been designated as a Carer Champion. During National Carers Week, another coffee morning has been arranged for them to network, with PPG support.

Patients would be encouraged to use increasing numbers of technical advances to monitor their health and any related conditions. Self monitoring is advancing at a rapid pace.

The PPG continues to network especially with Practices in our Grand Union PCN, to share ideas and techniques of mutual interest.

The PPG has continued to try and attract patients to join the PPG (and the Steering Committee) to gain a wider view of the practice and the services it provides.

#### 1. Title of Group – proposed amendment

RC said that in the interests of simplification, the Committee had recommended that, in line with some other PPGs, to drop 'Participation' from our formal title, so we now become known at the Patients Group. This was agreed.

## 2. Election of Committee

RC said that the 4 current members (Russell Cleaver, Penny Alum, Steve Palmer and John O'Connor) agreed to serve for another year. He added that it was important to strengthen the Committee to enable the PG to become more effective. In response, three patients present offered to join the Committee, namely: Ilmas Isaid, Paul Chambers and Charles Cook. RC thanked them for volunteering and said he would contact them shortly to arrange a briefing session before formally joining the Committee.

RC and LM thanked everyone for their attendance and contribution and hoped to meet them again at a future session. The meeting finished at 18:57hrs.