



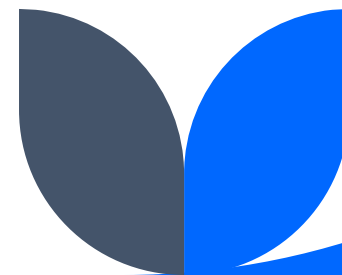
# Westbury Medical Centre

Debbie Kelly



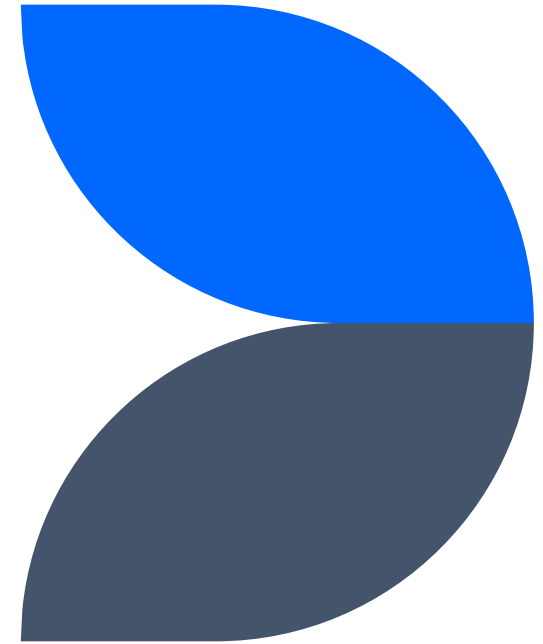
# Agenda

1. Introduce practice staff attending PPG meeting
2. The different types of clinical staff in practice
3. Appointment availability & DNA
4. Access
5. AOB
6. Set date for next meeting



# Who can you see?

You don't always need to see a GP in in practice, but who else can see you and treat your problem?

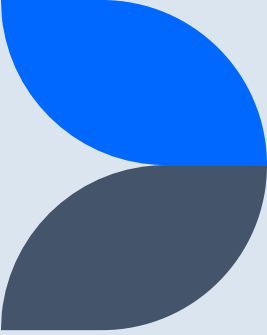


# Physician Associates (PA's)

## What is a PA?

- PA's are medically trained, generalist healthcare professionals who work alongside doctors and provide medical care.
- PA's can see, treat and refer patient's for further treatment the same as a GP can.
- The main difference is a GP has to sign off their prescriptions.
- We currently have 6 full time PA's in practice with a 7<sup>th</sup> one joining soon

# Clinical Pharmacist

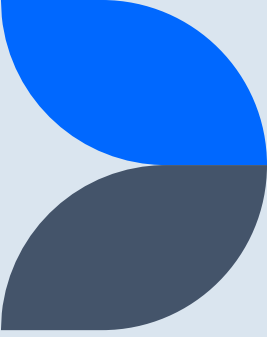


## What is a clinical Pharmacist?

A Clinical Pharmacist works as part of the GP team to make sure your medicine help you to get better and stay well.

They can see patients to do medication reviews, asthma reviews, bp checks, diabetic reviews and medication queries.

We currently have 1 CP working with us in practice.



# First Contact Physiotherapist

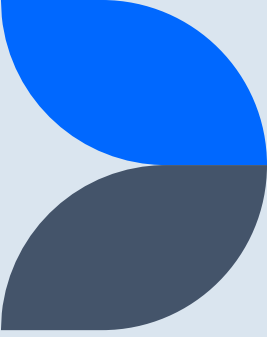
## What is a First Contact Physiotherapist?

FCP are qualified clinical practitioners who can assess, diagnose, treat and manage musculoskeletal problems.

They can prescribe a programme of exercises, refer for blood tests, x-rays or MRI's or refer to an appropriate secondary care health service.

You do not need to see a GP to be referred into the FCP this can be booked via reception

# Social Link Prescriber

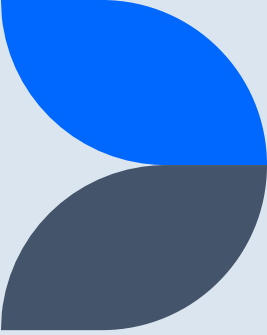


## What is a Social Link Prescriber?

SLP's connect people with local community activities and services that can help improve their health and wellbeing.

Social prescribers can meet different types of non-clinical needs ranging from support and advice with debt, unemployment, housing or mobility issues to talking loneliness by building social connections through joining local community groups, such as walking, singing or gardening.

# Your local Pharmacist



## What can my pharmacist do for me?

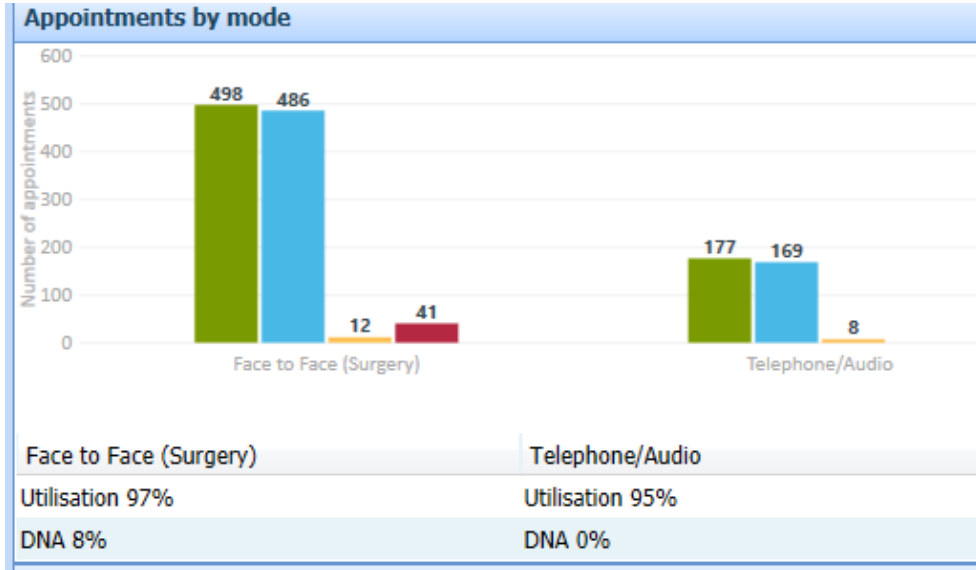
Community pharmacists can see patients with minor ailments, such as:

- Earache
- Blood pressure
- Coughs & Cold, Sinusitis, sore throat, Hayfever
- Emergency medicine supply
- Impetigo
- Infected insect bites
- Shingles
- Oral Contraception



# Patient Appointments

## Appointments available 5.6.23 – 9.6.23



## Synopsis

As you can see last week we offered 498 face to face appointments of which 41 patients did not attend. The 12 available appointments came from patients cancelling at the last minute which couldn't be offered to another patient

We also offered 177 Telephone appointments for patients to book into



# Access

## Telephone/Practice

Phone practice to book appointment or query results.

Come into practice to request sick notes, prescriptions etc.

Hub GP appointments are available at Westbury and Somerset Gardens surgeries on Saturday and Sunday

## E-consult

Our online consultation tool is available on our practice website.

You can use this to submit adult and children's health problems.

You can use this to submit administrative queries.

## Online

We will be switching the online appointment booking soon. Patients will need to be registered for online services with the practice. You can also use the NHS app to book these.

# AOB.....

Does anyone have any questions or anything they would like to discuss?



# Thank you

Debbie Kelly

Practice Manager

Westbury Medical Centre