

**Forge Close Surgery Patient Group
Meeting Minutes
Forge Close Surgery
21 May 2024, 7pm**

Attendees:

Orla Penruddocke (Chair), Dr Mano Mageson, Dr Ketan Patel, Debbie Barrett, Joy Halligan (Secretary), Gail Hilder, Doreen Hobbs, Nicola Mushet, Harry Shannon and Claire Smith. Donald Lockyer was attending for the first time.

In addition, Kar Man Chung and Andre Lam from Lakewood Pharmacy in West Wickham attended at the invitation of the Group to talk about the work of the Community Pharmacist.

Also present was Lisa Sutherland, Digital & Transformation Lead for Hayes Wick PCN (Primary Care Network), who had asked to attend the meeting.

Introductions were made by those present.

1 A brief talk by Kar Man Chung

Kar Man thanked the Group for giving him the opportunity to talk about his role as a Community Pharmacist. Having previously worked in Lambeth, he moved to the Lakewood Pharmacy fourteen months ago, taking over from Lloyds Pharmacy.

He explained that the Pharmacy landscape has changed a lot in recent times, particularly with the introduction in early 2024 of Pharmacy First, where people can self-refer or be referred by their GP or 111 to a Community Pharmacist for 7 different conditions, which are:

- i. Ear infection for 1 – 17-year-olds
- ii. Bacterial skin infections for 1 year+
- iii. Infected skin bites for 1 year+
- iv. Urine infections for women aged 16 – 64
- v. Shingles for 18+
- vi. Sinusitis for 12 years+
- vii. Tonsillitis for 5 years+.

There is usually no need to book an appointment to see the Pharmacist for any of these conditions. Kar Man was keen to emphasise that other avenues will be explored by the Pharmacist before antibiotics are prescribed. Patients may be referred back to their GP or to A&E if necessary. So far it is estimated that 80% of referrals have resulted in self-care.

The Government promotion of the launch of the Pharmacy First service was carried out around Christmas 2023 which, with hindsight, may not have been the right time. To date, the service is working fairly well but it is difficult to manage peoples' expectations. Kar Man estimated it would take at least 12 months for the public to understand what is available. Hayes Wick PCN has a role in promoting the service to patients in the area and details of the service will start to appear on GP Surgery websites and on posters displayed in public areas.

In addition, flu and Covid vaccinations can be offered. A Hypertension service is available for people over 40 with no other serious conditions where patients can be referred by their GP for blood pressure checks.

Although there is a growing amount of NHS work listed above, including the mandatory dispensing of prescriptions, independent Pharmacies can't rely solely on this. There are other private services which Pharmacies can choose to pursue, such as travel health & vaccinations, Vitamin B12 injections and ear wax micro-suctions. Kar Man is about to launch a new Dry Eye Clinic which is sold out. Networking with Opticians, Audiologists and other health professionals is key to Kar Man's approach.

Dr Mageson mentioned that patients are able to develop trust and confidence in a Community Pharmacist which online pharmacies are unable to offer. The NHS Choices website gives details of the Community Pharmacists in the area.

Dr Mageson said that he would be happy to invite Kar Man to take part in a Microsoft Teams talk to surgery patients, to get the message out to a wider audience.

Orla thanked Kar Man and his colleague Andre Lam for coming to talk to the Group and they left the meeting at 7.35pm.

Lisa Sutherland then addressed the Group. She had previously been Practice Manager at Pickhurst Surgery and had recently taken up the new post of Digital & Transformation Lead for Hayes Wick PCN (Primary Care Network). Her role is to promote the digital world within the PCN but at the same time ensuring that patients are not excluded if they have no access to a computer. Lisa said that half of patients over 16 in the PCN have the NHS App on a device but only one third are using it so she is working on a digital inclusion plan. She will also be promoting access, in an effort to relieve pressure from GPs by offering alternative services across the PCN.

These are:

First Contact Physiotherapists are available for two days per week for face-to-face or online appointments for adults over 16. The service is designed for patients needing one or two appointments after experiencing a new problem. Patients are not able to be treated at a surgery other than their own as their records are not available. Vita Health Group Physiotherapists are for longer-term programmes of treatment or rehabilitation.

A Mental Health Practitioner covers all five surgeries in the PCN. He will see patients over the age of 18 for as long as required.

Clinical Pharmacists will be carrying out structured medical reviews, diabetes reviews, heart failure management, Asthma & COPD reviews – mostly over the telephone.

There are two **Social Prescribers** who will support patients. The Group had a talk by Kat Kayum at the November 2023 meeting on her work as a Social Prescriber in the surgery.

Access Hubs offer additional 15-minute appointments with a GP at Station Road surgery every Monday. These can be booked via each practice.

The discussion then focussed on communication and how the PCN plans to promote these services to patients. Posters will be circulated to GP surgeries and information posted on surgery websites and Lisa is looking into the use of social media. One other option is to

include information in telephone messages at the surgeries and to achieve a consistent approach in their content across all five practices. The objective, which has been approved by the PCN's Clinical Directors, is to offer patients the most suitable clinician for their condition in the quickest time. Lisa is currently training reception staff in practices in the most effective ways to signpost the new services. To raise the profile of the PCN and to raise awareness about its role and the new services available she is also meeting with Practice Managers, Patient Participation Groups and seeking feedback from patients. There is a plan for the introduction of a Hayes Wick Patient Participation Group.

Orla thanked Lisa for coming to the meeting.

2. Apologies for Absence

Apologies have been received from Tricia Bacca, Deirdre Bainbridge & Wen Wong.

3. Minutes of previous meeting and Action Points

The minutes of the previous meeting on 27 February 2024 were agreed. No Action Points were discussed.

4. Dr Mageson's Surgery Update

Dr Mageson said that he would be leaving the surgery in September and Dr Patel would be taking over his role as the representative of the practice on the Patient Group.

In addition, the surgery's Practice Manager (Cynthia) and Assistant Practice Manager (Sarah) would be leaving. A new Practice Manager has been appointed.

The following items were deferred for discussion at the next meeting:

Action Points from the February 2024 meeting.

- 5. Latest CQC report for the surgery**
- 6. Patient Questions, including raising awareness of Delerium**
- 7. Communications, including noticeboard/leaflet rack for the waiting room**
- 8. Forge Close Talks**
- 9. Patient Group items to consider:**
 - Change of name of this group to align with other Patient Participation Groups in Hayes Wick PCN**
 - Goals for the coming year**
 - Highlighting the work of the Patient Group on Facebook via Hayes Life**

Next meeting: Date to be decided.