

**THE MANOR PRACTICE**

Dr Mark Forshaw Dr Nigel Speak Dr Fraser Hewett Dr Ana Dasgupta  
Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

**Meeting Agenda** PPG – 9<sup>th</sup> October 2023 13:00

**Chair** – Leanne Hoye

**Minutes** – Amy Jackson

**Attendees**- Dr Forshaw, Sue Kay

**Apologies**- Tom Forrester, Angela Cornwall

**Agenda items:**

Raised by	Agenda Item	Action Owner
	Three new applications to join the PPG passed onto Sue	
Sue	Any statistics yet regarding DNA's – how many DNA's we get a month and how much it costs the NHS. Now the covid and flu clinics have been set up, Leanne should get some spare time to do this. Sending text appointments have helped reduced the amount of DNA's as well as self-booking links.	
Sue	Could we also get statistics on prescription wastage – how many prescriptions were done but were not required and how much this costs. Leanne confirmed we do not have access to this information but advised it does not cost the practice – costs the ICB. This also includes prescriptions for medication that can be purchased from over the counter such as paracetamol. We can add a message onto the website and posters to encourage patients to only ask for prescriptions that are needed.	
Leanne	Open day was a success. Nurses saw approximately 70 patients. Only feedback received by Sue was why wasn't a diabetic nurse available. Next time we could get diabetes UK to attend and other third party agencies.	
Leanne	Both PPG boards have now been updated at both sites	
Sue	Patient's behaviour – been no improvement. There has been a recent incident where a patient got physical with a clinician so the practice is looking at rearranging the clinical rooms so that the clinician is closer to the door without anything obstructing them.	
Dr Forshaw	Looking into a new health kiosk being put in place at the James Preston Health Centre as well. Leanne is looking to get permission from the property services.	
Dr Forshaw	Flu and covid clinics are now all set up. Patients can call to book their appointment or they will be sent a self-booking link if eligible. Some	

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**Meeting Agenda - PPG – 20<sup>th</sup> November 2023 13:00**

**Chair** – Leanne Hoyer

**Minutes** – Amy Jackson

**Attendees-** Dr Mark Forshaw, Sue Kay, Tom Forrester, Angela Cornwall

**Apologies-**

**Agenda items:**

Raised by	Agenda Item	Action Owner
*	Leanne agreed to send holding text to 4 PPG applicants and also agreed that if Sue let her know what she wanted to write, Leanne would send from practice so issues personal contact info not shared.	
	Text Options for Monitored patients – Wanted to give positive feedback about being given options for home BP, the kiosk or an appointment in texts from Beki. Really appreciate the change from being asked for home BP only. Leanne explained that in the near future we were hoping to be able to loan BP machines to patients (with a deposit paid) for home readings. Dr Forshaw explained that there is a focus on preventative medicine and early detection of conditions, meaning there is more focus on cholesterol and hypertension.	
	Sue, Angela and Tom thanked Leanne for the time she has given the PPG and everything she has done for the practice so far. She joined the practice during a difficult time and has really helped the practice progress.	
	Leanne explained we are still awaiting the contract for the new phones system but should expect it any day now. It was queried whether patient's will be informed of the new change once the phones are installed and Leanne agreed they will be. A notice will be placed onto the PPG boards and that way we can get patient feedback.	
	New GP's – high praise received for Dr Armstrong, Dr Ahmed and Dr Garbutt. We have had very positive feedback.	
	What is the role of a GP assistant, how many hours do they work and what are the benefits of having them work for the practice – Rebekah Maker is our new GP assistant. She started with a receptionist role but with the help of the practice, she completed a university course and now qualifies as a GP assistant. A GP assistant's role will be half clinical (such as taking bloods, giving vaccines, ECG's and BP checks etc.) and half admin (such as tidying up	

	<p>patient records and ensuring patients are invited to the correct reviews etc.).</p> <p>Rebekah works 30 hours a week.</p> <p>Will The Manor Practice hire more GP assistants? Leanne explained this depends on the need for them, funding and whether more are employed by the PCN through the Additional Roles Reimbursement Scheme.</p>	
	<p>Physicians Associate (PA-R) – Francesca Bakhtiari is our Physicians Associate. This is different to the role of a GP assistant as it requires five years of training and they can help with more acute illnesses and symptoms.</p> <p>A PA-R will work closely with the GP's and at the end of their session, they will meet with a GP to ensure they are happy with all of their work.</p> <p>A PA-R cannot prescribe and will need to request a prescription via a GP.</p>	
	<p>Dr Forshaw mentioned how some of our nurses are able to prescribe with supervision for illnesses such as asthma, COPD and diabetes etc.</p>	
	<p>Leanne mentioned how three of our receptionist have moved onto clinical roles.</p> <p>Rebekah Maker – GP Assistant</p> <p>Amy Barden – Studying to be a nurse and is working as a student nurse at the practice.</p> <p>Amanda Land – HCA</p>	
	<p>Repeat prescriptions – Patient's have brought up an issue where an item has been stopped or a dosage has been changed on their repeat prescriptions but they have not been made aware. Leanne and Dr Forshaw confirmed our clinical system will automatically delete anything if it has not been newly prescribed within 12 months.</p> <p>If we make any changes to a medication dosage or stop a medication, the patient should be informed. If we cannot prescribe a certain medication, we will liaise with the patient and come up with a solution if possible.</p> <p>A prescription may be amended by a hospital consultant, not a GP but the patient should still be informed by the consultant either on discharge or during the hospital appointment.</p> <p>Our PCN pharmacy team should also let patient's know if there is a change to a prescription.</p>	
	<p>Are any rooms available for the PPG to hold interviews? Leanne explained her room at Ashfurlong is available every Monday. She will liaise with Kirsty who makes the room plans.</p>	Leanne
	<p>Can Saturday appointments be held at James Preston as well as Ashfurlong? The practice does not own James Preston so we would need to get permission before we can hold any clinics.</p> <p>Holding Saturday clinics at James Preston will give our patient's more options for appointment especially as some patient's may not be able to attend Ashfurlong.</p>	Leanne

	Leanne will look into this	
	Leanne advised the practice is still trying to get permission to have a self-help kiosk installed at James Preston	
<b>Leanne</b>	Dr Rees' last day with the practice was on the 26 <sup>th</sup> October 2023. The practice is sad to see her go and she will be missed.	
<b>Leanne</b>	Our new paramedic, Lauren, will be starting in a few weeks. Lauren is employed through the PCN and will be working across all three sites (Manor Practice, Ashfield and Hawthorns). She will be working with The Manor Practice for one and half days a week. Her role is to assist the GP's with emergency care and can complete home visits. Sue queried if when Lauren is working for one of the other practices but The Manor Practice has an emergency, can she drop everything at the other practice to come and help us? Leanne explained this depends on how her clinics are set up. If she is on call then possibly, otherwise if she has appointments booked with patients then no, as her clinic would need covering.	
<b>Leanne</b>	We have a new ST1 and FY2 starting in December. This means we will have four trainee's with The Manor Practice ST1 – Dr Eniola Hassan – first year of medical training FY2 – Dr Alice Westlake ST2 – Dr Shima Mohamed ST3 – Dr O Rotari	

**Date of next meeting – Monday 18<sup>th</sup> December @ 1pm**

*Skay*  
*22/04/24*

