

LISTER MEDICAL CENTRE

Friends of Lister - PPG

Minutes

Monday 28th April 2025
3.15pm

Item	Item for discussion
1	<p>In attendance: Lister Medical Centre: Dr C Fernandes (GP Partner), Marian Orafu (New Practice Business Manager) and Amanda Dymock (Operations Manager)</p> <p>Patients: Pauline Hands, Kathleen Perry; Kathleen Crowther; Jean Paffett, Anne Phillips, Jeanne Pugh, Marie-Luise Heinecke, Ann Gould, Peter Gould, Margert Collier, Eddie Collier, Jim Mindham, John Frazier, Marilyn Green</p> <p>Apologies: NA</p>
2.	<p>Access</p> <p>Dr Fernandes updated the group about the new GP contract which includes NHS England plans to move from analogue to digital. As part of this plan from 1st October all practices will be required to open their online service for the duration of their core hours. Plan is to ensure we continue to triage requested throughout the day instead of mornings only</p> <p>Amanda informed the group about the new iPad tablet which will be based in the reception area to assist patients and can submit requests and do triage which our reception team can assist with. Additionally, there is a podium which is sponsored by local businesses and can be used for request submission and triage.</p> <p>Dr Fernandes informed the group about Advice and Guidance which is a new service and is linked to the new GP contract. Advice and guidance is a two-way dialogue channel in the e-RS which allows GPs/referrers to seek specialist input into a patient's care.</p> <p>The group asked questions relating to Minor ops and other additional clinics running from Lister. Amanda explained these do still take place again following a clinical review and the specific need of the patient.</p>
3.	<p>Newsletter – feedback from the group. Newsletter Sub-group has had one meeting and is working progress. Another meeting is planned and an update to be given at next meeting.</p> <p>However, concerns were raised re content and ways to engage with practice staff in order to gain information to include which will benefit all patients.</p> <p>Chair has asked the group to think about what should be included and for others to join the sub-group.</p>

	Provisional date for this subgroup meeting is Tuesday 3.6.25 3pm – Amanda will try to attend, this is TBC
4.	<p>Presentation from Senior Clinical Pharmacist Faiz Patel.</p> <p>Faiz talked through his role at Lister and his career, almost 10 years of studies to get to his level.</p> <p>His role includes supporting the patients and Doctors, this was in many formats some including: medication review, changes to medications after hospital stays/visits, completing long term reviews such as Asthma and COPD (as these are his specialist areas)</p> <p>He has a great working relationship with his peers at Metwest pharmacy and he is responsible for practice-based training for the Trainee pharmacists there.</p> <p>Appointments are available with Faiz and his colleagues directly should a patient have concerns over medication, and these would be requested via the triage online system.</p>
5.	<p>Any other business</p> <p>It was mentioned that due to moving out of the area PH due to moving out of the area/catchment area and flagged that she had only 2 weeks to find a new GP practice over the Christmas/new year period. Has requested for this to be reviewed to ensure more time is given.</p> <p>Amanda reassured the group we have a duty of care to provide care until registered with new GP.</p>
6	<p>Date & Time of next Meeting</p> <p>9th June 2025 at 3.15pm</p>