**PCN Access** Meeting Minutes

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| Location: | Queensway Surgery Meeting Room |
| Date: | 14th September 2023 |
| Time: | 12.30pm |
| Surgery Attendees: | Dr Jamil Sorouji (JS), Andy Metcalf (AM), Louise Wells (LW), Kamal Aggarwal (KA) |
| PPG Group: | Rachael Giles (RG)  Chris Gostling (CG), And other members. |

# Agenda items

1. Vision & Values
2. Role of Pharmacist

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| Items |  |
| AM | Welcome to all attendees  Introducing Kamal Aggarwal |
| KA | Introduced himself. 7years service with Queensway. Described Clinical Pharmacist Role within Primary Care.  Fully trained in Chronic Disease Management – Diabetes, Asthma, Heart Disease etc.  Polypharmacy – Medication management, dose adjustments, waste reduction, care home meds managed.  Trained in diagnosing and treating minor acute illnesses – ear/throat/skin infections etc.  Discharge letters – reviewing consultants recommendations, changes in medications, forwarding referrals, managing follow ups.  Reviewing Blood Test Results – reviewing and making adjustments for patients. |
| Question | Is this working in the pharmacy? |
| AM | No. Kamal and our other Clinical Pharmacists are employed and work within Queensway Surgery and across the PCN. |
| JS | Our Pharmacists are trained to a level for working in Pharmacies, but are encouraged to increase their knowledge and have 3 hours of additional training a week to increase their skill for Patient Triage. |
| Question | The role of the Pharmacist to help prevent illnesses – Patients need to understand the role of a Pharmacist within the GP surgery. |
| JS | Understanding Integration - Structured Medication Reviews. Because of Clinical Pharmacists there is a massive increase in standards. 30% more appointments have become available in the last 10 years. |
| Question | Are these appointments done Face to Face or on the telephone? |
| JS | Either. What ever is best for the patients, patients needs and availability. |
| KA | Here, Pharmacists are encouraged to advance their learning with a Masters Degree in Patient Triage, Treatment and Prescribing to Advanced Clinical Practitioners like me. |
| JS | And to clarify regarding training. Any training is fully supervised. We have a nominated Supervisor every day here at Queensway to help our staff who are training. A GP is on hand to help with a consultation or medication advice. And that happens across the PCN. If there are training staff at West Road, or Northumberland for example, a supervisor is always available to them. |
| JS | Confirms other services available ie, Podiatry, MSK Specialist, Dietician, Care Home Team & Safeguarding Team. |
| KA | We have 4 Pharmacists, 2 of which are prescribing. |
| KA | Vision & Values Discussed - All Healthcare Organisations should have a clear vison and strategy to deliver high quality healthcare and support and promote a positive culture that leads to good outcomes for people.  **Vision**  *To provide the best possible outcomes for our patients in a safe, welcoming, and all-inclusive environment with clinicians and staff that are approachable, respectful, and patient-centred.*  *OR*  *To provide the best possible healthcare for patients in a safe and welcoming environment with staff who are approachable, respectful, and patient-centred.*  1st Option was agreed upon.  Our Values are:   * Caring * Fair * Innovative * Diverse * Accountability * Empower   **Strategy on Values**   * **We are accountable** – we are open and transparent to the people who use our service, and we ensure we take responsibility for our actions. * **We are fair** - We are consistent in the way we deal with people, both patients and staff, we act courteously, show consideration, compassion and understanding valuing each person as an individual. * **We are innovative** – We constantly review the service we provide and improve it when and where possible. We use all available resources, including technology to improve the services we provide to patients * **We are caring** – patients and their best interests are at the heart of all we do. * **We empower** – to continually educate & promote healthy lifestyles and behaviours whilst engaging patients in supporting their own care and participating in shared decision making * **We are diverse**– We are a cosmopolitan surgery with a diverse workforce which provides us with a wealth of knowledge, variety of perspectives and a better understanding of our community |
| Question | Will this be advertised? |
| KA | Yes, computer home screens, posters and on the website, and CQC (Care Quality Commission) |
| Question | How do you contact patients proactively? |
| JS | We have a team call the Proactive Patient Care Team who proactively contact patients, focusing on those most in need, or who we never see. Either by Phone, Accurx, SMS or Letter, using the patients preferred method of contact. |
| Question | Geriatric Care – are New GP’s or younger GP’s made aware that the older generation are more likely to hide symptoms, or not disclose every aspect of their symptoms, or fully admit as to why they are there?  Are we able to have a Geriatric/Frailty Specialist like we have Diabetes Specialist or Asthma Specialist. |
| JS | Good Idea, we do have Members of staff who specialist in Care homes, |
| KA | We are also actively looking for over 75’s who have not been seen in the surgery for over 1 year. |
| Question | Continuity of care ie.  Patient is taken to hospital in an ambulance with medication. Then discharged from hospital with no medication, and apparently no paperwork with the GP 6 months later. |
| JS | Apologised for inconvenience, this needs looking into. Louise to help Gentleman book appts to discuss further. Explains discharge summary from consultants and complexities of “getting it right”. Sometimes an appointment is not needed to sort these things out. |
| Question | What are you doing to promote services? |
| AM | Word of mouth, leaflets, posters, website. |
| Question | Can we get a Social Prescriber here for the next meeting. This is a fantastic addition to the surgery |
|  | \*\*to check Social Prescriber and MSK is advertised on website |
| Question | What about opening up a listening clinic to help with mental health patients. |
| JS | Increasing Access Across PCN with increasing standards |
| Question | Huge steps have been made to increase standards. The wait on the phone has reduced dramatically which is great. |
| JS | The process of learning things are going to be made better. We have a duty of candour and openness along with staff development.  JS explained the process of significant events, how we discuss and learn from these. |
| JS | Explains Capacity & Access  Appointment available – On the Day Access  Monday = 160 appts are required  Tues to Friday = 120  We regularly don’t run out of appts until at least 4 or 5pm.  We have 300 to 400 online appointments are available per week.  The biggest issue is making patients aware of all services. |
| Question | Do you have a cut of point for your list size. |
| JS | No – this is not allowed. |
| Question | As Clinical Director are you trying to get equal care across PCN |
| JS | Yes. Monthly meetings are held with staff across PCN where all help is offered. |
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