

# PPG Meeting Brayford Medical Practice

## Date

Thu 14 Apr 18:30 - 20:00

## Location

Brayford Medical Practice

## Confirmed attendees

Dianne Jackson, James Gough, Tracey Baggott

## Other Attendees

Dr GLWP (GP); Tony Hayer (Pharmacist, Co-op Pharmacy Newland); RE (Practice patient); EJ-L (Practice patient); FK (Practice patient)

**AGENDA**

**Guest Speaker: Fen Kipley, PPG Member 'Flippin Pain' and Tony Hayer, Pharmacist Co-op Pharmacy 'Community Pharmacy Referral Scheme'.**

1. Apologies for absence

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2. Minutes of the last meeting held in October 2021

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3. E-Consult update

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4. Feedback from the Joint PPG with the CCG (FK)

? AOB:

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? Date and time of next meeting:

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N.B. If you put a item on the Agenda can you please put your initials at the end. Thank you.

**Minutes**

Chair: Tracey Baggott

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Minute taker: James Gough

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**Guest Speakers**

1. **Fen Kipley, PPG Member 'Flippin Pain':** Fen Kipley, 'Flippin Pain' pain champion discussed 'Flippin Pain' with the group. Fen started by telling her story and history with pain - discussed how pain can be very complex and become someone's identity. 'Flippin Pain' has the goal of changing the way an individual thinks about, talks about and treats pain focusing on the benefits lifestyle changes can have on pain rather than medication routes. Fen discussed what 'Flippin Pain' does - bringing together a range of people sharing their stories and experiences with pain, working with clinicians and services such as pain management team to re-educate and look at new approaches to dealing with pain. PPG member joined conversation regarding pain medication and opiates discussing how you can feel trapped on them and no matter how your pain is on a day you still need to take this medication or you feel unwell. Conversation turned to how individual pain is and discussion of tapering off opiates.

2. **Tony Hayer, Pharmacist Co-op Pharmacy 'Community Pharmacy Referral Scheme'**: Tony, pharmacy from Co-op pharmacy Newland came in to talk to PPG members about CPCS referrals - have been modelled for 6-8 months nationwide. The referrals are used when a patient contacts their surgery for appointments that may be able to be resolved by pharmacy they can be referred for consultation with a pharmacist. The new system means people are not just sent to the pharmacy and there is proper record of discussion and outcome. Tony discussed how referrals are dealt with by pharmacy selling the patient over the counter treatment and giving lifestyle advice - if is more serious they can send patient back to their GP. Tony also discussed a UTI scheme at Co-op pharmacy's where if a patient believes they have an infection they can get a sample to dip test and do record results through smart phone then pharmacy can give short course of antibiotics if needed.

## Agenda

1. Apologies for absence - was not made aware of any absence to meeting

3. E-Consult update: action from last meeting to look into eConsultations cutting patient's off when completing. JG discussed with group that this is not a feature that can be removed as it is put in as a triaging system for safety purposes. JG explained that any patient's who are cut off from completing are asked to contact the surgery and will be dealt with in appropriate way by reception. DJ also discussed she believed it was loosened on eConsultations so they did not stop patients from completing as much. Discussion of eConsults continued with TH raising concerns that practices such as Brayford Medical Practice have a range of demographics all of whom may not be able to access technology - JG reiterated that though new approaches to accessing help are coming in the NHS the practice continues to offer alternatives for those that cannot access the internet. FK then mentioned whilst working alongside members of the CCG that concerns were raised of people being missed due to technology. It was mentioned that though digital aspects are great there needs to be a balance and patients need to continue to feel valued with personal touches. RE pointed out that having a talk with customers and having time is missing in services these days however healthcare remains personal. EJ-L complimented reception team at Brayford Medical Practice and the work they do. TH then continued conversation discussing social prescribing and how it helps the community engaging people that need it and expanding lives. DJ discussed services that focus on the community an example being a doctors surgery that had an additional cafe for community aspect.

4. Feedback from the Joint PPG with the CCG (FK): FK is representative for the practice PPG at joint meetings for CCG. FK discussed the last two meetings one from January and one from April. Summary of January meeting was discussion of the hospital being under pressure following Covid-19 which is not bed pressure but home pressure for after care - also discussed GPs doing vaccinations and funding helping provide more telephone consultations and help for community pharmacies. Summary of April meeting including community engagement for nuclear medicine, disability and mobility aid consultation. Discussed importance of this for patients and GPs - CCG gong out to community to discuss and see how to proceed. FK also highlighted the change in PPG's and them becoming more patient led. FK also discussed working with Connect Health and getting 111 dealing with pain better.

## AOB.

1. Website - JG, TB and DJ discussed new website that is being developed for the practice PCN that will be used across the county. The aim of it is for all GP surgery's to have the same layout of website. PPG members were shown an early draft of the website homepage designed with input from JG, TB and DJ. Website images were not very clear and quite dark but discussed liked idea of websites all being same layout.

2. Dr GLWP discussed new members of the expanding surgery team including a new diabetic nurse specialist, 3 advanced nurse practitioners, a new in-house pharmacist and a new GP Dr Philip starting hopefully in August. JG discussed the reception team as have had a number of new members to the team in recent months. Compliments were given to the reception team with comments that old member of the team Simona was missed.

Patient EJ-L was celebrating the birth of his 10th great grandchild 3 weeks prior to meeting!

**Next Meeting: scheduled for Thursday 14th July at 18.30.**

## Related actions

Title	Notes	Current Activity	Due date	Assigned to	Date completed
<a href="#">Example action</a>	kgjtfdrsererst		31/03/2022	Dianne Jackson	