Patients Participation Meeting

Meeting March 5th 6.00

Frambury Lane Surgery

**Present:**

Elaine Edwards (EE) Wendy Arkell (WA)

Max Rollin(MR) David Beer (DB)

Lorna Burgess(LB) Susan Brown (SB)

William Gibson(WG) Jill Brookman(JB)

Angela Callahan(AC) Christine Smith (CS)

Pippa Teeledon(PT)

Sandra Stillwell (SS) Practice Manager

Zahra Al Fattal (ZA) PCN Pharmacist

Emily Hubner (EH) Dispensing Technician

Marsha Mistry (MM)

Jenny Styles (JS) DNP

**Welcome**

Sandra Stillwell thanked everyone for attending the meeting, and introduced Zahra and Emily as our PCN Pharmacist and Dispensing Technician for Frambury Lane Surgery .

**Introduction**

ZA explained that it took a 4yrs degree study to qualify as a pharmacist, and her experience would be beneficial to the practice.

EH Emily explained her role and informed those present that it took about 2yrs 6 months to become an accredited technician with an NVQ level 2 qualification and experience to become qualified. They also worked for other practices in our primary care network which included Thaxted, Gold Street and Crocus surgeries in the area, and helped to reduce the workload for doctors by provided help in 7 key areas

SS explained that the government dictated what funding was provided to a practice, and at the moment this was to support Pharmacists. There would be extra on going training to enable them to prescribe medication and to carry out medication reviews for patients in the future.

However, patients should still contact their GP for Annual Reviews

**Care Navigation**

This process was explained by SS, as the way forward to ensure that patients with more important issues would be seen quicker by the GP. This system would initially be picked up by the receptionist, who would then be able to signpost the patients problem to the relevant member of staff .

SS informed those present that there would be 29 staff at the practice altogether, and each member could deal with a specific issue. There was then a discussion from those present that it was important to be able to communicate with patients, to ensure that they knew the process if they did not actually see a GP.

SS explained that at the moment there were 5 doctors and a ANP and that Dr Basra and Dr Woko were seeing 30 patients a day on 10 sessions and that Dr Dovedi and Dr Jenkins had 6 sessions with Dr Bower on 3 sessions and JS (ANP) was on 8 sessions so the booking system was very full.

**Telephone System**

SS informed everyone that there was a new telephone system being installed in the near future, and this would enable people to be called back if the line was busy by providing a telephone number and that their place in the queue would be saved .

SS did say that there was a cost to sending messages and that this would be revisited

**Any other business**

* A suggestion was made that a notice board was erected in the waiting room with all the members of staff displayed as this would be a help to patients to know who they would see and what they did.

**Action**

**SS would speak with other members of staff and return a reply back to the group**

* PT enquired about the Mental Health provision within the practice for adults

**Action**

**SS would bring that information to the next meeting**

* A discussion was held on reviews of end of life and outsourcing services to Harlow

**Action**

**This would be discussed at the next meeting**

SS Thanked everyone for coming, and informed all those present that Kim would be at the next meeting to explain her role as a social prescriber

**Next Meeting**

**June 4th 2024 6.00pm Frambury Lane surgery**