



Bluebell Lane Medical Practice Patient Participation Group (PPG)

Meeting Minutes 01/05/19

Present:

	PPG Member	(DC)
	PPG Member	(TP)
	PPG Member	(BB)
	PPG Member	(IG)
Shabeela Saleem	Clinical Pharmacist	(SS)
Gemma Ray	Maassarani Group Comms	(GDR)
Jenny Turner	Practice Operations Manager	(JT)

Apologies:

PPG Member	(LC)
PPG Chair	(PC)
PPG Member	(LD)
PPG Member	(PD)

<p>Welcome and Introduction</p>	<p>GDR welcomed the PPG members and made a special welcome to DC and TP who are new to Bluebell Lane Medical Practice Patient Participation Group.</p> <p>TP brings a wealth of secondary care experience to the PPG working in hospital setting. TP noted an interest in the progress of the surgery. Has read the minutes in the past but not attended a meeting until today. TP said “seen some great improvements from the minutes, inspection reports and my own experience. I can see things are on the up.”</p> <p>GDR welcomed the practice clinical pharmacist Shabeela Saleem as the guest speaker for this PPG meeting.</p>
<p>Practice Update</p>	<p>Dr Aieonei increased clinical sessions</p> <p>Dr Aieonei is now at BB on a Mon, Tue, Thu and Fri afternoon.</p> <p>PPG members noted that it had been difficult to get an appointment with Dr Aieonei so more clinical sessions will increase availability.</p> <p>eConsult</p>

	<p>It has now been just over 3 months since eConsult was adopted by the practice to use for same-day appointment requests.</p> <p>IG is very positive about the service. Said it took 8 minutes to complete the online consultation and was able to do it from bed. Saved a visit to the practice.</p> <p>The PPG discussed digital improvements in the NHS with IG championing Patient Access app. GDR explained that GP Forward View focuses heavily on making NHS more digital. GDR explained that we have been working with Knowsley Older People's Forum to ensure we are being as inclusive to all patients as possible. KOPF have been fantastic with their feedback and a recent presentation on eConsult changed the view of the members who were originally skeptical of eConsult due to its digital nature. 10 out of 11 attendees agreed at the end of the presentation that it was a good thing for patients and they would be confident to try and use it or let an econsult advisor complete it on the phone with them.</p> <p>JT explained from a practice manager perspective how eConsult works and how it is helping patients.</p> <p>Primary Care Networks</p> <p>PPG discussed redevelopment and rollout of GPs forming Primary Care Networks.</p> <p>Role of the PCN is to bring care closer to the community. This will bring new benefits to patients with more services provided out of hospital and closer to home. Promoting self care and empowering patients to take more control of their care is key.</p> <p>Local PCNs should have formed by the next meeting as deadline is July 1st 2019.</p>
<p>Clinical Pharmacist Talk</p>	<p>Shabeela Saleem spoke to the PPG about her role as a clinical pharmacist and the importance of antibiotic guardianship. Shabeels has been a community pharmacist for 21 years working for Boots but is currently working towards her prescribing qualification.</p> <p>Thanks to the GP Forward View and Primary Care Network formation, clinical pharmacists now need to be a prescriber and will support both primary and secondary care by being placed directly in GP practices, urgent care and A&E.</p> <p>Patients are able to book 20 minute medication review appointments with Shabeela. IG asked if this could be promoted on the website and newsletter.</p>

She explained actions she is currently championing including;

- Checking hospital letters and results to ensure conditions are linked correctly and diagnosis has been coded correctly on our medical system
- Reviewing patient medication to ensure right medication, right condition, right dose and the right time
- High risk drugs monitoring
- Antibiotic guardianship
- Helping educate clinicians to only prescribe within the Pan Mersey guidelines

Shabeela mentioned the plans for the next 12 months once qualified if to be able to assist GPs with;

- Chronic disease management
- Minor ailments clinic

Action: GDR to add Shabeela interview onto website and next newsletter

Shabeela explained the importance of antibiotic guardianship to PPG members. Using antibiotics regularly makes you antibiotic resistant. This is causing many problems across secondary care with people being admitted to hospital and not being able to fight infection due to antibiotic resistance. Shabeela gave the example of a 50 year old from the region who had been admitted to hospital on a Friday with suspected pneumonia but passed away two days later as body could not fight the infection.

How can patients help the campaign?

- ALWAYS finish the course. Antibiotics need to be finished, even if you feel better, to ensure all bad bacteria is killed off. Not finishing the course means some bacteria may linger and you will not be immune the next time you get ill
- Never share medicines with friends and family
- Never buy antibiotics abroad for yourself or your family without a diagnosis
- Take the adequate time off to rest and recover. Many people want the quickest fix to get better and get back to work. Allowing 3-5 days of rest to get better will allow the immune system to kick in
- Arrange a delayed prescription to be picked up from practice if red flag symptoms occur or condition does not get any better
- Go to www.antibioticguardianship.com and pledge to support the campaign

Patient Access	<p>GDR and IG explained benefits of using Patient Access.</p> <p>At present 31.84% of patients at Bluebell use Patient Access.</p> <p>JT explained how appointments are allocated on Patient Access and that they are protected and embargoed for those using the app.</p> <p>JT reminded patients that they can request medication on the app too.</p>
Flu Campaign 2019/20	<p>Practice nurses across the group are meeting with practice managers and performance team next week for a vaccination, immunisation and screening training session. Staff will be planning future campaigns and uptake improvement plans.</p> <p>IG suggested with flu campaign could we hold injection clinic in the gated community. GDR/JT will run a search to see numbers of patients in that area. Plans for 'mobile clinics' and visiting nursing homes are in place.</p> <p>Nurse Yvonne Gibney and Gemma Ray keen to hold information sessions with local groups such as Knowsley Older People's Forum/Healthwatch so asked if PPG new of well attended community groups to let practice know.</p> <p>Action: PPG and GDR to explore community groups around Bluebell Lane Medical Practice to hold flu patient engagement sessions</p>
AOB	<p>PPG keen to have more information sessions and guest speakers like Shabeela at PPG meetings.</p> <p>Action: GDR and JT to explore more health related speakers to attend future PPG meetings.</p>

Next Meeting: Wednesday 3rd July 2019

Upstairs at Bluebell Lane Medical Practice

Please contact Gemma Ray to RSVP your attendance gemma.ray@knowsleyccg.nhs.uk