

PPG Meeting Actions/Minutes

Cassidy Medical Centre

Date:	27/04/2023
Attendees: Staff	Hamza (APM) Sarina (PM) Tony (Admin) Dr Mansoor (LGP) Aeeliyah (Nurse)
PPG Members	(LM) , (HD), (AB)
Apologies:	OTHER MEMBERS
Place:	Cassidy Medical Centre - 27/04/2023 16:00 Pm
Agenda:	<ol style="list-style-type: none"> 1. Introductions 2. Cassidy's Vision 3. PA/Pharmacist job role and duties 4. Improvements- Social Prescriber, Care Coordinator 5. Questions and feedback from PPG members 6. PCN Update
Recorded by:	Hamza Djadi

	Description	TASK	Action by
Actions			
1	<p>Meeting started at 16:00pm Introduction of staff and PPG members lead by HD</p> <p>Hamza - Review of Prevoius meeting Minutes you said we did</p> <p>All action from previous meeting completed</p>		
2	<p>PA'S/Prescribing Pharmacists PHYSICIAN ASSOCIATE</p> <ul style="list-style-type: none"> - First point of contact care for patients presenting with undifferentiated, undiagnosed problems - Support the management of patient's conditions through offering specialised clinics following appropriate training - Provide health/disease promotion and prevention advice, alongside analysing and actioning diagnostic test results - Develop integrated patient-centred care - Promote evidence-based practice and partake in clinical audits, significant event reviews and other research and analysis task <p>Clinical Pharmacist</p> <ul style="list-style-type: none"> - Part of a multi-disciplinary team in a patient facing role to clinically assess and treat patients 		

	<ul style="list-style-type: none"> - Prescriber - Responsible for the care management of patients with chronic diseases and undertake clinical medication reviews - Leadership role in supporting integration of general practice with the wider healthcare teams to help improve patient outcomes - part of a professional clinical network and have access to appropriate clinical supervision 		
3	Practice Improvements <ul style="list-style-type: none"> - We have now hired a PCN co-ordinator who will work alongside clinicians for patient care, medicine audits and helping vulnerable patients e.g. long term condition diabetes - We have recently recruited additional three receptionist and 1 GP and 1 Pharmacist to help manage the work load - Same day appointments - Clinicians will continue to triage their telephone appointment but are now seeing more face to face. - We have arranged for a feedback box to be set up in reception for patients to leave feedback notes which will be reviewed daily. - Call back phone system - PCN support - Above national average based on results from national GP survey 		
4	Questions and Feedback <ul style="list-style-type: none"> - (AB)- Appointments have improved in the last couple of months. She called and got an appointment straight away Well done - (LM) Wants to know the level of training and how qualified our Clinical staff are upon recruitment? - What are the process of medication requests and medication reviews? - (AB)- Does not like booking appointments via phone, wants to know if there is an easier way of booking an appointment. DR IQ should allow to book appointment. - Hamza explains you can come into the surgery to seek help on how to use DR IQ. - (LM) suggested uploading more information on our website regarding any updates we may have regarding health/services - Campaigns to be carried out for womans health, mental health, womans/men health etc - Videos/posters/letters to be made regarding health updates using different languages to make sure information is understood by all. 		

	<p>SOCIAL PRESCRIBER</p> <ul style="list-style-type: none"> - Social Prescriber- Referrals from clinicians to help with homelessness, mental health issues, money issues and benefits. - Assess how far a patient's health and wellbeing needs can be met by services and other opportunities available in the community - Work closely with care coordinators and health and Well-Being Coaches <p>First Contact Physio therapist –</p> <ul style="list-style-type: none"> - First point of contact for their MSK condition instead of the GP - To assess patients with soft tissue, muscle and joint pain and to decide on the most appropriate management - Assessment, providing evidence based exercises management - We have an on-site physio who works 1 1/2 days a week. <p>Clinical Pharmacist</p> <ul style="list-style-type: none"> - Part of a multi-disciplinary team in a patient facing role to clinically assess and treat patients - Prescriber - Responsible for the care management of patients with chronic diseases and undertake clinical medication reviews - Leadership role in supporting integration of general practice with the wider healthcare teams to help improve patient outcomes - part of a professional clinical network and have access to appropriate clinical supervision <p>CARE COORDINATOR</p> <ul style="list-style-type: none"> - Work with GPs and primary care professionals within the PCN to identify and manage a caseload of patients - Work in partnership with the Social Prescribers - Collaborate with members of the MDT, patients and their carers when managing and coordinating care - help people to manage their needs through answering queries, making, and managing appointments <p>PHYSICIAN ASSOCIATE</p>		
--	---	--	--

	<ul style="list-style-type: none"> - First point of contact care for patients presenting with undifferentiated, undiagnosed problems - Support the management of patient's conditions through offering specialised clinics following appropriate training - Provide health/disease promotion and prevention advice, alongside analysing and actioning diagnostic test results - Develop integrated patient-centred care - Promote evidence-based practice and partake in clinical audits, significant event reviews and other research and analysis task <p>PCN Projects</p> <p>Safe Surgeries-</p> <p>We assist homeless persons by using the surgeries address as theirs when registering o the practice .</p> <p>We don't insist on proof of address before we register</p> <p>PPG MEMBERSHIP</p> <p>PCN would like a joint PPG Meeting</p> <ul style="list-style-type: none"> - PPG members should have a spokesperson and a secturary <p>PPG Mmembers will work closely with Practice Manager, Assistant Manager and PPG Lead.</p>		
5	Meeting Ends	TASK:	