wOODSIDE mEDICAL cENTRE

pATIENT pARTICIPATION gROUP

Patient Participation Meeting 28.02.2025 Apologies from PPG Member Elsie

In Attendance PPG Members Susan, Irene, frederick ,

Practice Members – Dr S Nowrin Tina Bennion Practice Manager

Gabbie Griffin Care Co-ordinator Sean Fitzpatrick Assistant Practice Manager

Opening and Agenda Setting

**TB** welcomed everyone and emphasised the importance of outreach and engagement with the practice population. The goal was to align the practice's services with the needs of the community, involving PPG members to understand the services and workforce behind them.

**PPG Members** were invited to suggest topics for discussion

**Topics for Discussion**

**Statin Awareness**

**FF** asked about statin use, noting negative press about the medication.

**Dr. N** shared that the practice had already addressed such topics through podcasts on menopause, breast self-care, etc. This could easily extend to statin use and related health issues.

The podcast could also cover men's health topics like prostate cancer, bowel screening, and mental health.

**Breast Screening**

**SS** raised concerns about encouraging women to attend breast screening, especially given travel distance to Rochdale.

**TB** confirmed the practice could assist by emailing appointment requests for patients upon request.

**Cervical Smear Tests**

**IS** pointed out that patients were not always making appointments for smear tests. This topic could also be apart of the podcast

**TB** highlighted that these appointments could be booked online and agreed that this is concerning.

**Screening Awareness Events**

The group discussed hosting two screening events: one in June and another later in the year- during flu season. These events would promote well-woman and well-man health, providing education and offering flu vaccines.

The Well Woman Event and Well Man Event could involve partners like Living Well Smoking Cessation, and other organisations were encouraged to participate.

**Workforce and Practice Structure**

PPG member FF asked about the clinicans in the practice and what roles they had.

**Practice Members** outlined the team’s structure:

Practice explained the below

**Our Clinical Team**

* Dr Stephen Brady Senior Partner
* Dr Gemma Fitzpatrick Partner
* Dr Sumayya Nowrin Partner
* Dr Reshikesh Kandy Partner
* Lisa Grundy (Jackson) Advanced Healthcare Practitioner
* Kamran Khalid Advanced Healthcare Practitioner Partner
* Karen Brady Practice Nurse
* Susan Bradshaw Assistant Practitioner
* Natalie Davies Healthcare Support worker- Trainee Nurse Associate

Our Team explained

* Lisa Grundy Advanced Clinical Practitioner
* Kamran Khalid Advanced Clinical Practitioner

Advanced Clinical Practitioners (ACPs) are healthcare professionals, educated to Master’s level or equivalent, with the skills and knowledge to allow them to expand their scope of practice to better meet the needs of Patients. They can Refer, Prescribe, Examine, just like a GP can. The team are an asset to the patients and the practice

**Trainee Doctors**

Dr N explained that we have Qualified Doctors within the practice they come from a range of areas. The aim is to give them insight into Primary care (that is the practices and the community) They have a practice supervisor who oversees the patient outcomes. This opportunity increases appointment capacity and the best experience that we can offer to encourage more GP into primary care

**Primary Care Network**

We work closely with other practices in Middleton as part of Middleton Primary care Network to enable all practices to access other services for our patients from other healthcare professional. The Network Partnership is growing and will be an asset to our practice population

Primary Care Network Healthcare Professionals

* Social Prescriber Link Workers- who can signpost and support patients with their needs such as, housing, benefits, financial issues, bereavement and more
* Mental Health Practitioners
* Psychologist
* Phlebotomy
* Clinical Pharmacist
* Public health
* Rochdale Health Alliance

PCN Hub which is situated in Middleton Arndale Centre the Hub provides an additional venue from which several existing as well as new GP services can be delivered, including evening and weekend GP and nurse appointments. With the location of the Hub, it will be more accessible to the public and provide convenience as well as ease of access to services.

**Non-Clinical and Clinical Triage**

The practice discussed the appointment triage system for both clinical and non-clinical matters, with a follow-up discussion planned for the next meeting.

**NHS App**

**NHS App and Online Services**

**TB** introduced the **NHS App**, explaining its benefits for booking appointments, ordering prescriptions, and accessing medical records.

**GG** scheduled time to assist PPG members with setting up the NHS App to guide patients on its benefits.

**Repeat Dispensing (eRD)**

FF asked about electronic repeat dispensing (eRD)

Dr. N explained that eRD allows prescriptions to be authorised for up to 12 months. Patients benefit by not needing to request prescriptions frequently, and pharmacies ensure medication safety.

**What is electronic repeat dispensing (eRD)?**

Electronic repeat dispensing (eRD) is a process that allows the prescriber to authorise and issue a batch of repeat prescriptions for up to 12 months with just one digital signature. DR N explained that this would not be the same for every patient as safety factors have to be considered in terms of monitoring of medication via blood test and clinical reviews

Different clinical systems may use different wordings, for example ‘electronic repeat dispensing’ and ‘batch prescribing’.

Prescriptions are stored securely on the [NHS Spine](https://digital.nhs.uk/services/spine) and are automatically downloaded to the patient’s nominated community pharmacy at intervals set by the prescriber.  This reduces calls, and visits, to the surgery.

**Benefits for patients**

Benefits for patients include:

* no need to contact the surgery to re-order medication at regular intervals unless their condition changes until it next to the last prescription when medication may need to be reviewed
* improved safety for patients as the pharmacy checks that the medicines are still safe and appropriate
* improved care for patients as a result of greater collaboration between the practice and the pharmacy
* the option to change their nominated dispenser at any time during the duration of the eRD prescription
* the option to request the next issue early or obtain more than one prescription, for example when going on holiday if clinically appropriate
* prescription security with a paperless system
* the option to make a local arrangement with their nominated pharmacy for collection or delivery
* the service is reliable, secure, and confidential

**Future Discussion Items**

Late Appointments for Workers: extended access was discussed, with more details to follow.

PPG Newsletter: Plans for future newsletters.

Pharmacy Ordering of Repeat Medication: Ongoing discussions about improving the process.

Patchs Online Consultation: Patchs is an online consultation system, designed for patients to contact the GP without the need to wait on the phone. It allows quicker responses, more convenience, and flexibility for vulnerable patients or those who cannot attend in person.

**Benefits for the Patient**

1. **Easier to contact your GP practice.** Get help from your GP practice without having to wait in a telephone queue to speak to a receptionist.
2. **Quicker response**. You will usually get a response from a GP more quickly than waiting for an appointment.
3. **More convenient**. Speak to a GP, get health advice, fit notes, medication, video consultations and more, without leaving your house.
4. **Easy to use**. You only need to answer a few questions to get help from your GP practice.
5. **Explain your problem more fully and without time pressure.** Take time to write about your problem. Review and edit your answers before sending them to your GP practice. Keep a written record to refer back to in future.
6. **Benefits for vulnerable patients.**Carers can use Patchs on behalf of patients who can't use Patchs for themselves.

**Action Points for Next Meeting:**

Follow-up discussion on the triage system.

Further exploration of **Patchs** and online consultations.

Additional details on the **NHS App** setup.

Explore Dates for well being sessions

The meeting concluded with thanks from **TB** to all members for their contributions and engagement.

Next Meeting TBC (To be confirmed )