

# PPG Annual General Meeting 2024

## Date

Thu 17 Oct 18:00 - 19:00

## Location

Large Meeting Room

## Other Attendees

TF,RH,CC,RW,GW,CH,PB,KP,SP,SD,ZS,SD,FMS,MH

## Details/Agenda

Welcome

Housekeeping

Introductions and Apologies

Role of PPG

Appointment of Officials

Pharmacy First

Call back service

AOB

Close

## Minutes

### Welcome

TF Chair opens meeting and welcomes all present

**Housekeeping** - KS informs table of Fire safety

### Introductions and Apologies

Round robin introductions with PPG members, staff and visiting public, after TF puts forward that the PPG is always willing to welcome new members of all demographics

### Role of PPG

- Give patients and practice staff the opportunity to meet and discuss topics of shared interest, acting as a 'critical friend'

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- Support patients to get involved, and to make suggestions about the services they receive

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- Constructively consider issues and to monitor themes that emerge from patient feedback. This could be from comments, complaints, surveys; online forums and the Friends and Family Test feedback.

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- Contribute to action plans and support improvements

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- Support health awareness, patient education, activities and campaigns, such as healthy eating or flu vaccination events

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- Help the practice reach out to less heard parts of the practice population

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- As each PPG develops, they will decide together what they want to do, and each will of course be different.

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- PPGs can be incredibly helpful in developing, designing and carrying out patient surveys; supporting events; and checking that patient information is understandable, both in leaflets and on the website.

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- A PPG is open to every patient registered with the practice; this is the only membership requirement.

We meet every 2-3 months for an hour to discuss. If you would like to come along to the meeting, or if you have any questions please contact the surgery. All minutes are published on the Practice website and are available for any member of the public to access.

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### Appointment of Officials

TF asks for nomination of Chairperson, RH puts himself forward seconded by RW and CC - unilaterally approved

TF asks for nominations of Vice Chair - CC puts herself forward seconded by GW and TF - unilaterally approved

### Pharmacy First

Manager of Allied Pharmacy Shona joins us today to discuss the new additions to the Pharmacy First scheme.

There are now 7 conditions where the pharmacy is able to prescribe Antibiotics directly to patients. **This service is available at all participating pharmacies throughout England.**

- Uncomplicated UTI (urine infection) Women only - 16-64 years

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- Shingles - 18 years and over

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- Impetigo - 1 year and over

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- Infected insect bites - 1 year and over

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- Sinusitis 12 years and over

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- Sore Throat - 5 years and over

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- Acute Otitis Media (ear infection) - 1-17 years

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<https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/>

Additional information sheets attached below

Questions and answers -

- What about if you think you have an ear infection but are experiencing symptoms of for instance vertigo - Pharmacist assesses symptoms and can refer back to GP if necessary.

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- Is there a cost associated? - normal prescription charges apply but if you have an exemption then there will be no charge.

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- Do patients need to contact GP surgery first? No you can just walk into any pharmacy anywhere in the country that is signed up to the scheme. This can be very useful for patients on vacation in other parts of England.

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- Is the patients record accessible by the pharmacist - only the summary care record is accessible with patients permission this includes medications, allergies and major/minor conditions list only.

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- Can the GP see your consultation - not directly as pharmacies do not use the same computer software as GP practices. your consultation will be emailed to the practice and as such may not appear on your records immediately.

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- Where is the funding coming from - the pharmacy gets a payment directly from NHS England it does not take away any funding from GP surgeries. The scheme is designed to take pressure for minor ailments appointments away from GP surgeries.

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- Some of the criteria are quite restrictive do you find patients come to you with the expectation they will get antibiotics? Yes there is an expectation by patients when they have been referred by the GP surgery and some can be quite frustrated when they are denied antibiotics. There are leaflets available to explain the restrictions KS will look at sourcing an NHS version as we cannot stock those supplied by Allied.

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- If a patient has been declined antibiotics by you because their condition is too complex and it needs to be seen by a GP first will they have to contact the surgery again themselves? The pharmacy will email the practice as long as the patient is willing to wait for the practice to respond then no they would not need to contact the practice. Anything very urgent the pharmacist would advise you to either go to A&E or to directly contact the practice to be seen as an emergency patient.

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- Do out of hours services such as 111 and urgent care centres also promote this? It is in the 111 directory so yes they should be doing this.

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- Uptake around 20-30 a month so far

Compliments are given to the pharmacy by the PPG for providing a covid vaccination service in the village, it has made things easier for the less mobile of the local population.

### Call back service

Our new additions to the telephone system has been active for a few months now, this was updated primarily to support the new reporting criteria that practices must adhere to but we have also added in a call back facility.

- There are 8 new metrics to report on; call volume/abandoned calls/time to answer/missed calls/wait time to abandoned calls/call backs requested/call backs made/average length spent on the phone.

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- With ~16,250 patients we receive 8000 calls a month which equates to 16% of our population.

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- call wait average (across whole day so can be higher at certain times of day) 4 minutes 52 seconds
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- Between 8am to 8.45am we receive 1/3rd of our daily calls being highest on a Monday
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- New system has no call limit so you should never be cut off (the old system was capped at 15 patients)
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- Call back service can be accessed via option 3, you do not lose your place in the Queue if you called and you were 10 in the queue then your call back will still be the 10th call as the system electronically holds your place.
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- Can patient request call back on a different number - there is no facility for this at present
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- RW and other members of PPG report a fault on the phone line. The message for use of call backs is duplicated with a female voice interrupting a male voice. KS to check and contact phone company. **Fault confirmed after meeting and KS to report**
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- Reminder to promote cancellation line option1 - Practice DNA rates have come down again to 4% same as national average, it may spike up again due to DNA's on flu clinics.
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AOB

Dr Davies kindly thanks Tony for being a brilliant Chair person who has acted with integrity and a calm manor as a balanced advocate for the PPG for several years. Thankyou very much for your service.

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#### Associated documents:

- [Pharmacy First\(0\).pdf](#)
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- [PRN00936\\_ii\\_Pharmacy-First-Clinical-Pathways-v.1.6\(0\).pdf](#)
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