

LEYBURN MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP COMMITTEE

Minutes of Meeting held on 30 August 2022 at 4.30pm

Ground rules

- This meeting is not a forum for individual complaints and single issues.
- We advocate open and honest communication and challenge between individuals.
- We will be flexible, listen, ask for help and support each other.
- We will demonstrate a commitment to delivering results, as a group.
- All views are valid and will be listened to, but must be put through the Chair.
- The Committee will respect one another and behave accordingly - anyone who behaves rudely or tries to bully other members will be ejected from the meeting.
- No phones or other disruptions.
- We will start and finish on time and stick to the agenda.

Present: Nigel Watson (NW), June Stancombe (JS), Sue Medley (SM), and Judy Metcalfe (JM)

In Attendance: Alison Binks (AB) Practice Manager, Mick Rayner (MR) Practice Pharmacist.

1 Welcome and Apologies

NW welcomed all present and had received apologies from Eileen Clarkson and David Bolam.

2 Mick Rayner

Mick had been invited to explain to the committee his latest role at the surgery. Initially he had been working across several practices funded by the CCG medicines management team ensuring national guidelines and safety alerts then moved to PCN funding establishing patient safety initiatives. Working in the primary care setting he has been supporting clinicians, prescribing and seeing patients face-to-face who have long term conditions offering more support and information and reviewing medication, which a GP does not necessarily have the time to do in a ten-minute appointment. It gives the patient an opportunity to discuss their medication, possibly manage effective withdrawal where appropriate and gives them the confidence to do that. This reduces pressure on GP appointments. With additional training he can now do independent prescribing, medication reviews, etc. Some people are specialising doing this for example for respiratory patients covering several practices. Since June 2022 Mick has been permanently employed by the surgery and looks after all new patients, doing medication reconciliation and reviews. One of the greatest risks of medication is transfer of care. Mick has time to go through the patient's audit trail and prioritise those who need to be seen by a GP, this relieves a lot of pressure on GP's. Much more use is made of specialist technology that can search for patients at risk who are on

certain medications and this search can be performed by admin staff who then pass the results to Mick who can then check for safety and cost by preventing admission to hospital, he also looks for more cost-effective drugs. One problem with transfer of patients is that the clinical systems of Scotland, Wales and the Armed Services do not link into our systems. Mick also routinely rings patients who are on antidepressants, painkillers or any opiate that has the potential for abuse or addiction, this may be on a three, six or twelve monthly basis. The first contact is all about establishing a rapport. Other drugs may have a high risk of stomach bleeds or risk of kidney, liver or heart failure and the purpose of these calls is to reduce the risk. The appointments give patients the opportunity to ask questions about their medication and make plans for review. The funding for Mick's role when part of the CCG was for twenty-four months and this ends in March 2023, this CCG was the only one in North Yorkshire providing this service and was dependent on proving monthly savings, which meant documenting all consultations and hospital admissions avoided. The last two years have given savings of 400% and 600% respectively. It is doubted whether the new PCN will continue funding this role. Mick acknowledged that patient demographics make a big difference to his role in that the Leyburn population have a large elderly population whereas the patients at Harewood are much younger, with less long term conditions but more mental health issues and they have a transient nature, which provides much more new patient work. Mick said that the surge of new patients from Hawes has not stopped but did cause a large amount of work initially. SM asked about medication reviews at the local pharmacy and Mick explained that these were of a different nature in that they are only paid for high risk medications rather than previously when they were paid per patient review. Mick also now undertakes new structured medication reviews which involve much more detail, taking about an hour per patient looking at anticoagulants, high doses of opiates or polypharmacy of ten items or more trying to make the biggest saving on hospital admission prevention. The next feature will be inhaler prescribing policy trying to reduce the potential effect on the planet.

3 Declarations of interest

There were no declarations of interest.

4 Matters arising from previous minutes

AB has yet to prepare the information requested by GL about appointment statistics but said there is continuing high demand and she is proposing to prepare a leaflet about types of appointment and which are appropriate, when to give to patients during the flu clinics, in an effort to get a greater balance of appointment availability.

JS asked about the practice website, committee members agreed that there has been little progress and the standardisation of the site has yet to happen.

AB reported that the flu clinics will be on 1st, 8th and 22nd October with a date for Middleham Key Centre as yet to be confirmed. All appointments will be bookable.

JS asked about Covid boosters and AB said that they only have vaccines for the housebound, assisted care homes, 63/65 Brentwood and the immunosuppressed and that she still has no further information about the rest of the population. It is assumed that these will be via a national booking system.

NW asked is there had been any effects from the start of the ICS and AB reported that there has been little change.

5 AGM Arrangements and Committee Membership

The AGM will be at 7.00 pm on Thursday 8 September. It was agreed that committee members would meet at 6.30 pm to help put out the chairs. Two new patients have volunteered for the committee, Eva Stone and Denise Houghton. SM agreed to stand for Chair and NW volunteered to act as secretary.

6 Other News

AB reported that the new nurse Emma Knight starts work in September and that the practice is now fully staffed with GP's, nurses, admin and reception.

7 Date of next meeting

The date of the next meeting will be Tuesday 18 October at 4.30 pm