

Christiana Hartley Medical Practice
Minutes from the PPG Meeting on the 21.2.24

No	Item
1.	<p>Attendees: Debbie Elliott (practice manager), KB, RS, SS, MW. Apologies from: LM.</p> <p>Minutes from the 18.10.23 No further action.</p>
2.	<p>Pharmacy First</p> <p>Community Pharmacists can, if appropriate, supply antibiotics for the following 7 conditions- UTI's, Impetigo, Acute Sore Throat, Shingles, Infected Insect Bite, Acute Sinusitis and Acute Otitis Media in children aged 1-17 years. This is to help ease the pressure on GP appointments as patients can go straight to the pharmacy, or be referred by their GP practice.</p>
3.	<p>Items added to the agenda from the PPG members:</p> <ul style="list-style-type: none"> • Supply of medication KB asked about shortages of certain antibiotics and what happens. I explained that if a prescription has been issued and the pharmacy is unable to obtain the antibiotics they are responsible for contacting the medicine management hub and they will suggest an alternative or tell them if another pharmacy has the antibiotic in stock. • Identification of staff/clinicians KB asked if staff can always say their name when telephoning a patient or answering a telephone call. They should be doing this already, so I will remind all the admin staff. • What is a Social Prescriber? They address a wide range of non-medical issues that may be affecting health and wellbeing by linking people into the appropriate services. Examples may include those needing support with reducing isolation, benefits or housing advice, support to get back to work and low to moderate mental health needs. They support people with issues that may be affecting their health and wellbeing from reducing smoking to improving physical activity. Mentors provide person centred support with health related behaviour change. They reduce social isolation and loneliness by providing person centred support to

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	link people with groups, activities and services in their local community.
4.	Patient Survey/Friends & Family Feedback Please see the attached feedback documents.
5.	Other practice information <ul style="list-style-type: none">• Measles There has been an increase in the number of Measles cases in the UK and NHS England has asked all GP practices to have infection control measures in place and to complete risk assessments for all staff. All clinical staff must be vaccinated against measles or prove immunity.• Joint PPG meeting This information has been sent out separately.• Winter pressure appointments NNS England have provided the PCN with some funding to provide all GP practices with additional appointments to help with the pressure of winter illness. We have 6 extra appointments each day until the end of March. Patients will be seen at Lincoln Road Surgery.• General Practice Assistant We have a new GPA called Emma, she works 3 days a week, similar to a healthcare assistant and 2 days a week working in admin. Emma will take blood, and complete basic health checks for our patients.
6.	Any other business? <ul style="list-style-type: none">• Mrs Banks asked if when a patient is started on a course of B12, can there be clear instructions about the number of appointments needed at the treatment room.• I will be retiring from my position as Practice Manager from the 13.3.24 and Shelley Wareing will be taking over. Thank you very much for attending the PPG meetings and supporting the practice. I have enjoyed the meetings with everyone.

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