

Hillcrest Surgery 337 Uxbridge Rd London W3 9RA

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Partners:-

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Minutes of Patient Participation Group Meeting

Wednesday 11th December 12.30-13.30

Present:

Patients including PPG Chairman, Brian
Carer

Practice Staff: Dal Virdee – Clinical Pharmacist
Aalia Bibi – Clinical Pharmacist
Dr Chris Richards – FY2 Doctor
Victoria Wells – Practice Manager
Ebony – GP Receptionist
Mimi – GP Receptionist

1. Background and Welcome

At the last PPG meeting there was considerable interest in the role of the clinical pharmacist and this PPG meeting sought to give patients the opportunity to meet our clinical pharmacists, hear about the service they offer our patients and ask any questions.

Patients and staff introduced themselves.

2. The Role of the Clinical Pharmacist at Hillcrest Surgery

This is a Practice based role. Dal and Aalia are based at Hillcrest Surgery (Aalia works Mondays and Wednesdays and Dal works Wednesday to Fridays). The role of the clinical pharmacist within a GP practice is different from community pharmacists.

At Hillcrest Surgery the role of the Clinical Pharmacist is evolving – it currently includes

- Medication reviews
- Issuing repeat prescriptions
- Asthma reviews
- COPD reviews
- Diabetes care including cholesterol/BP medication initiation and titration
- Mental health reviews
- Audits
- Amending medication following Hospital discharge letters
- Discussing medication queries with patients

Dal and Aalia have a lot of face to face patient contact (about 17 appointments a day) but also have telephone slots and time allocated to issuing prescriptions and reconciling medication following hospital discharge.

Dal and Aalia do not issue new medication unless it is within their areas of expertise eg asthma, COPD, diabetes but they can liaise with patients and GPs if there are supply issues of particular medication.

Useful information for patients:

There is a national push for us to stop prescribing medications that are available over the counter so patients may find that we are no longer able to prescribe items. Leaflets are available in the Practice or more information can be found at www.nhs.uk/OTCmedicines

Dossett boxes: if patients are having difficulty managing their medication they can ask the pharmacy for a dossett box which is then packaged in to daily sections.

Monitoring: some medication requires monitoring and we ask that patients do come for regular blood tests if required. All patients are encouraged to use the BP machine on the ground floor to get their blood pressure checked annually. If patients are compliant with monitoring requirements then it makes it easier for repeat medication to be re-authorised and avoids delay.

NHS New Medicines Service: this is a new service that has been commissioned from community pharmacies (not GP Practices). There is evidence that patients are most likely to stop a medication in the first couple of months due to side effects but they may not tell their GP. Community pharmacies are now contracted to contact patients on specific medication eg for anti-coagulation, high blood pressure, asthma, COPD, or type 2 diabetes to ensure the new medication being taken safely and to best effect. If additional help is needed then patients will be referred back to their GP. More information about this service can be found at <https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/new-medicine-service-nms/>

Auto-prescribing: over the last 18 months there has been a concerted effort across North West London to stop auto-prescribing and the associated wasted medication. Patients at Hillcrest Surgery are no longer offered auto-prescribing and need to request medication directly from the Practice. There are exceptions such as housebound patients, those on dossetts or patients unable to manage their medication themselves.

3. Appointments

The Ealing Standard requires practices to provide 100 appointments per 1000 patients per week with a healthcare professional. This can include telephone consultations but they are capped as a percentage of the appointments.

In October 2019 Hillcrest Surgery provided over 160 appointments per 1000 patients. This was the highest number of any Practice in Acton and this has been the case in most months since April 2019.

The latest performance graphs were shared with the group.

4. Security

As discussed at the last PPG the on-going harassment of the Surgery and vandalism of the Surgery by a patient who was removed for threatening behaviour has been frustrating.

Progress has been made however and the Surgery is grateful to our PPG Chairman, Brian, who has been incredibly supportive and instrumental in getting the authorities involved.

The Surgery has recently had new CCTV installed giving full coverage of the outside of the Practice and the Reception area. The cameras have night vision and recordings are kept for 30 days.