

## **SHIPSTON MEDICAL CENTRE**

### **Patient Meeting**

**Tuesday 23<sup>rd</sup> May 2023 7.15 pm – 8.30pm**  
**Shipston Primary School, Station Road, Shipston on Stour**

#### **Present from the practice:**

Partners:	Dr Paul Daniel, Dr. Emily McHale, Rachel Vial
(Business Partner)	
Physician's Associate	Caitlin Lahive
Active Monitoring Practitioner	Rachel Ryan
Health and Wellbeing Coach:	Lucy Green
Administrative staff:	Jeannette Wheeler and Diana Wilkinson (notes)

#### **Present from the Patient Participation Group:**

Chair:	Carole Nossiter
	Chris Hemsley
	Marianne Westwood
	Kathy Little

#### **1) Welcome, housekeeping and introductions: Carole Nossiter**

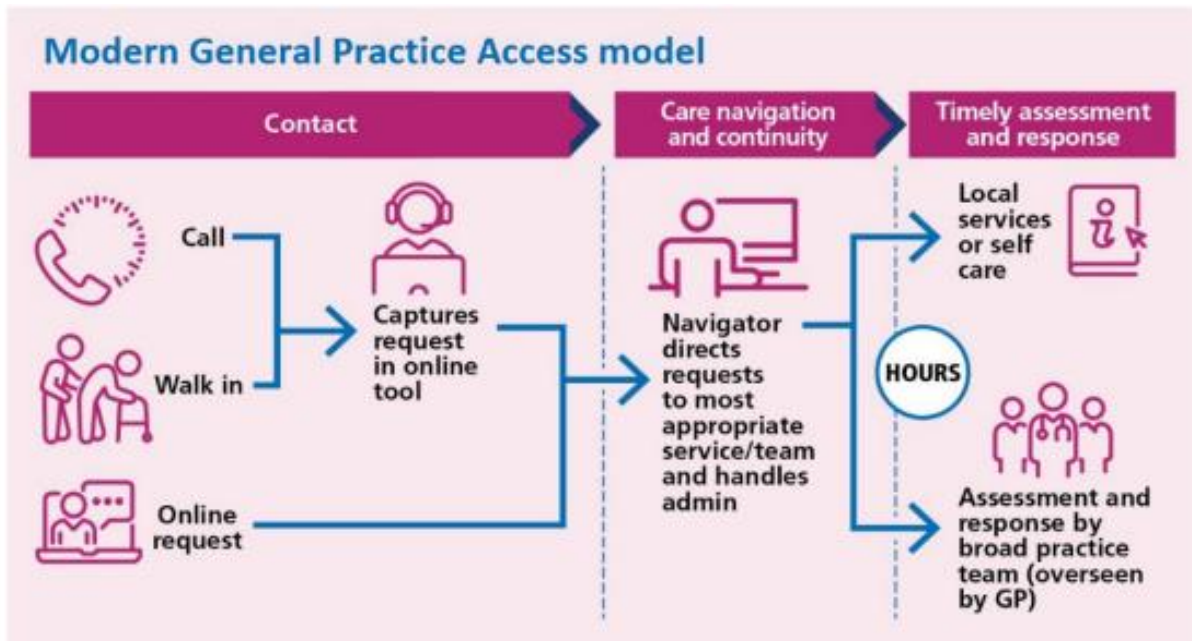
Carole Nossiter, Chair of the Patient Participation Group (PPG), welcomed attendees to the meeting, and team members from Shipston Medical Centre (SMC) introduced themselves.

Carole noted that GPs nationally were delivering half a million more appointments every week compared to pre-pandemic times, and said that the theme of the meeting was to discuss how SMC was dealing with increased demand – optimisation of resources, new ways of working, and new roles etc..

#### **2) Working as a multidisciplinary team: Dr. Emily McHale**

Dr. McHale listed the new members of SMC staff who had started since the last meeting – Nurse Hayley Dudley, Physician's Associate Caitlin Lahive, and Receptionist Rebecca Taylor, and confirmed that Dr. Morgan, Kirsty Andrews, Nurses Karen Olorenshaw and Yvonne Stephenson and Donna Hall from Medical Records had left the practice.

She explained the NHS England delivery plan for recovering access to primary care services and then asked the SMC staff members to describe their new roles. These roles are provided through the Primary Care Network (PCN), and other roles are also distributed around Wellesbourne, Quinton and Shipston surgeries.



### **Caitlin Lahive: Physician's Associate**

Caitlin is an undergraduate in Medical Genetics and has undergone 2 years of study to pass the Physician's Associate qualification; this is a new role in the NHS, which can undertake many of a doctor's duties such as taking a patient's history, doing examinations, requesting scans etc, but cannot prescribe. Caitlin can also perform Epley manoeuvres (for vertigo) and joint injections.

### **Lucy Green: Health and Wellbeing Coach**

This is a relatively new role, in which Lucy provides 121 coaching to support people to improve their wellbeing. Lucy undertakes 1 hour appointments and is hoping to lead lifestyle clinics later in the year.

### **Rachel Ryan: Active Monitoring Practitioner**

Rachel works for MIND and provides self-help and support for moderate mental health conditions via 40-60 minute appointments.

### **Questions and feedback from the audience**

*Q: Does Caitlin think that her role will be able to prescribe in future?*

*A: Prescribing by Physicians Associates is currently going through legal regulation and will hopefully be implemented by the end of 2024.*

*Q: Can patients self-refer to these roles?*

*A: Caitlin currently deals with demand on the day so does not take self-referrals.*

*Lucy and Rachel currently take referrals from colleagues but Lucy may possibly take self-referrals at some time in the future.*

*Q: Dr. Morgan has not been replaced?*

*A: SMC has tried hard to recruit a replacement but has not managed to do so. However, it is now hoped that a replacement will be in place by the end of the year.*

*Q: Where has Dr. Kiani gone?*

*A: Dr. Kiani was a trainee so was only with SMC for a limited period.*

*Q: A patient commented that he was initially sceptical about having a telephone appointment with a Physician's Associate but "is now a convert" thanks to Caitlin.*

*Q: Which role would undertake a dementia test for a patient?*

*A: this could be done with a GP, Frailty Nurse or an ACP.*

*Q: A patient said that Dr. Barcoe had been wonderful helping with chronic back pain but wondered if there was a specific role who could help long-term?*

*A: There is no role at the moment but in future there may be a First Contact Practitioner Physiotherapist.*

*A patient provided positive feedback about their journey through making a phone call to SMC, the appointment and subsequent delivery by Pharmacy To My Door.*

### **3) Accessing Services: Dr. Paul Daniel**

Dr. Daniel reiterated the increase in patient demand, the pushback from secondary care, and the difficulties with recruitment and retention.

#### **Accessing services acutely**

He explained that triage is a mechanism for ensuring that patients who present with acute issues are placed with the right clinician.

Services can also be accessed via e-consults; these are looked at before 4pm and urgent ones are dealt with on the same day. E-consults help to reduce the pressures associated with the rush of early calls into the surgery. The GPs are aware that the e-consult can be rather clunky but encouraged patients to use them, and just to ensure that their main concern is stated within the e-consult somewhere. E-consults are also useful for gathering information, such as home blood pressure readings.

Patients can still telephone the surgery, and Reception will gather basic information at this point.

111 is also available, as are online resources.

Dr. Daniel explained that SMC must ensure it offers a safe service, so if necessary, patients will be signposted to other services when capacity is exceeded.

### **Accessing services routinely**

E-consults, telephone calls, face-to-face appointments, the NHS app and using extended access are all ways in which services can be accessed routinely. SMC is trying to improve the ratio of face-to-face appointments offered.

### **Dispensary**

Dr. Daniel thanked dispensing patients, and explained that dispensary income helps provide more resources for patient care than on average. A free delivery service is offered in some circumstances, and SMC is looking to move to set delivery days for the villages. Automatic ordering for routine items on 28 day prescribing is also being looked at.

Dr. Daniel said that SMC was moving towards a system of annualised recall, whereby within a patient's birthday month there would be as much co-ordination as possible of reviews of conditions and medications.

### **Questions and feedback from the audience**

*Q: How do we participate in the automatic ordering?*

*A: Items such as painkillers are not appropriate through this route but things like regular blood pressure medications could be; patients should speak to Dispensary about 28 day ordering. Patients would need to tell Dispensary if they are going on holiday.*

*Q: Can automatic ordering work through Pharmacy To My Door?*

*A: They do offer a similar process, patients would need to speak to them.*

### **4) Carer support: Chris Hemsley**

Following evaluation of what project activity could work towards providing a different or better service, the Patient Participation Group identified carer support as the area they wished to become involved in. Chris has 30 years' experience of both personal and professional caring and is keen to highlight this valuable work and support carers' needs in a variety of ways.

The NHS definition of a carer is a person who is either providing or intending to provide a substantial amount of unpaid care on a regular basis for someone who is disabled, ill or frail. This project aims to identify, value and support carers, including those who don't think of themselves as carers. Carers' individual needs will be identified, carers can be connected and supported when circumstances change.

This is a PCN wide project and also aims to ensure that practice colleagues are aware of carer resources and support options, and that carers have an advocate. The project is in its early stages so there will be further information at a later date.

### Questions and feedback from the audience

*Q: Was the Healthy Ageing Event part of the carers support work?*

*A: It was complementary, however Jan Flynn, SMC Frailty Nurse instigated the event.*

*Q: A patient who had an assessment with Jan was confused as to whether they will be visited by the Frailty Team or whether they need to call them.*

*A: Following an assessment the Team will either take appropriate actions and follow-up, or if there are no actions needed at the time, they will inform the patient how to contact the team should they need to.*

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*Q: A couple of years ago a very experienced nurse used to provide a drop-in session at the hospital.*

*A: That was Jan, and when the hospital closed SMC lost the room availability, and there is no room at SMC to provide this. Hopefully when the hospital reopens the sessions can start again.*

*Q: A patient stated that the care he had received in his early life was a form of political oppression.*

*A: It is appreciated that everyone's history is different, and that it important to be mindful of safeguarding concerns. The carers' project relates to day to day caring.*

### **5) Premises update: Dr. Daniel**

Dr. Daniel confirmed that there was not very much to update on, and confirmed that he was only able to speak about the medical centre side of things, and not the hospital, which is funded differently.

He said that progressing the improvement of SMC premises is a priority with the Integrated Care Board (previously the CCG), and all available options are being looked at. Significant rises in construction costs continue to present a barrier, so whilst options are being considered, areas of SMC will be decorated and invested in, as they are likely to be used for a few years yet.

### Questions and feedback from the audience

*Q: Did you recently receive some funding?*

*A: Community Infrastructure Levy (CIL) was attached if the project was going ahead, but not enough to cover all the costs.*

*Q: A patient had recently seen a dermatology consultant who carried out a biopsy at Trinity Court. She was called to Coventry Hospital but couldn't go, and was then referred back to Trinity Court. Does this happen a lot?*

*A: This is likely to have been via the Dermatology Service so we are unable to comment.*

*Q: Please pass on thanks to Jan Flynn, who is such a valuable asset.*

Carole thanked the SMC team for their contributions and encouraged the audience to make use of the SMC newsletter and invited anyone interested to join the PPG.

Dr. Daniel thanked the PPG for their extremely hard and valuable work.

The SMC newsletter is available from:

<https://shipstonmc.warwickshire.nhs.uk/>

<https://twitter.com/ShipstonGP>

<https://www.facebook.com/ShipstonMC> ShipstonGP