

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 1 March 2017**  
**5.30pm – 6.30pm**

**Attendees: Susan Scales- Barlow, Tara Sheikh, Angela Fell, Peter Whitehead, Karen Chriscoli, Chuck Osaji (Clinical Pharmacist), Dr Joanne McCormack**

**Apologies: Diane Bowers, Richard Utely, Dave Lamb, Kath Douglas-Furner, Laura Fargher, Joanne Price, Dorothy Carter, Bernie Wilkinson, Zoe Thompson**

**Pharmacists in Practice**

Chuck Osaji, Clinical Pharmacist attended to discuss his role and that of fellow Clinical Pharmacist Louise Astbury

At the moment there are two Pharmacists working at SHMC. Louise Astbury works at the Practice as part of a 3 year pilot for the Warrington Health Plus (WHP). Louise joined the Practice early in January 2017 and works with us for 29 hours per week and Chuck Debe Osaji is employed directly by SHMC, he joined the Practice at the beginning of February. The Practice is embracing this new clinical role as we attempt to manage workload and demand whilst struggling to recruit GP's.

Louise's duties are as follows:

1. Face-to-face medication reviews with patients taking anti-hypertensives and statins referred by GPs, HCAs and nurse.
2. Dealing with medication issues from patients on the register for 'at risk for unplanned hospital admissions'. This involves ringing patients at home following a discharge to check for any problems with their medication and ask them to come in for a medication review if necessary.
3. Dealing with outpatient letters and phone patients regarding medication changes in order to counsel them regarding use, side effects, etc.
4. Dealing with discharge letters regarding medication changes and phone patients as above.
5. Deal with queries from GPs and patients.

Louise start date for Non Medical Prescribing (NMP) course is the end of March.

NMPs are health professionals other than doctors who are qualified to prescribe medication. The only difference is that with the Pharmacist NMPs, do not diagnose conditions. They are involved in the continued management of already established diagnoses.

Chuck's duties at the moment are as follows:

1. Helping to implement the electronic Repeat Dispensing Service (eRDS).
2. Helping with the synchronization of patient medication to streamline the process of the repeat prescription ordering.
3. Developing in-house evidence-based protocols for the assessment and management of chronic conditions.
4. Assist Louise with some discharge summary letters
5. Exploring the possibility of starting a minor ailment service, particularly after he qualifies as an NMP.
6. After attaining his NMP accreditation, Chuck will be looking to run a clinic for patients with non-complex chronic conditions for example diabetes, hypertension and asthma. With further training, shadowing and experience, he will hopefully take on more complex patients or conditions within his scope of competence.

Chuck's Non Medical Prescribing course started in September 2016 and ends in April 2017

[Electronic Repeat Dispensing Presentation.pptx](#)

### **Dr Joanne McCormack – New group consultations dietary/lifestyle advise for patients with diabetes**

Dr McCormack is running a pilot of an 8 week program to help people diagnosed with diabetes or those who are at risk of diabetes. The program will look lifestyle choices:

***We are the second medical centre in the UK to offer this programme, which we hope will roll out to all Warrington patients in due course.***

*While based on the latest NICE guidance, it is highly individual, run in a group setting, and uses the latest psychological techniques to help you achieve your goals.*

*Lose weight!*

*Feel well!*

*Reduce or come off medication!*

*Lose that “afternoon slump” feeling!*

*What does **feeling** and **being** well mean to **you**? Does it mean running after your grandchildren...riding on a camel? .... Getting into that special dress for your daughter's wedding?*

*By focusing on your hopes and dreams we can help **you** achieve your goals*

***Come along if any of the below apply to you:***

*You “eat well and move more” and you can't lose weight.*

*You have Type 2 diabetes and you'd like it to go away.*

*You eat “healthily” and you are overweight.*

*You have a family history of diabetes and would like to avoid it.*

*You think you have pre-diabetes- maybe you are overweight, carry a lot of weight around your tummy, have high blood pressure or gout.*

*Dates of sessions: Thursdays 6pm – 7pm (upstairs in the surgery – need to be able to manage stairs, patients will be let in via the back door)*

*9<sup>th</sup> March*

*13<sup>th</sup> April, 20<sup>th</sup> April*

*18<sup>th</sup> May, 25<sup>th</sup> May*

*1<sup>st</sup> June, 15<sup>th</sup> June, 22<sup>nd</sup> June, 29<sup>th</sup> June*

*6<sup>th</sup> July, 13<sup>th</sup> July, 20<sup>th</sup> July, 27<sup>th</sup> July*

*3<sup>rd</sup> August, 10<sup>th</sup> August, 17<sup>th</sup> August, 31<sup>st</sup> August*

*7<sup>th</sup> September, 14<sup>th</sup> September, 21<sup>st</sup> September, 28<sup>th</sup> September*

*19<sup>th</sup> October, 26<sup>th</sup> October*

*Only 25 places per session so book in now by **phoning reception 01925604427.***

Session programmes will be posted on [www.fatismyfriend.co.uk](http://www.fatismyfriend.co.uk) as they happen so if you miss a session you are able to read and learn about it.

### **Treatment room patient survey**

The Practice has been carrying out the patient survey on the treatment room service (acute service – wound packing, post-operative dressings, leg ulcer care, Doppler diagnostics and ear irrigation) held at the Practice. The Practice has to gather this data to support the continuation of the service being offered here rather than in the community. Thank you to Richard and Aysha of handing the surveys out.

### **Planned training for administration team/Practice Managers**

NHS England have provided a fund to Warrington Clinical Commissioning Group to arrange training for our administration teams. There will be networking workshops for North West Practice Managers alongside e-learning. A training needs analysis is being processed to assess the training needs of our administration teams with particular attention to “care navigators” which is equipping teams with knowledge of external services which may be more appropriate for a patient.

### **A&E Deferral**

#### ***Below is information from Warrington Clinical Commissioning Group***

NHS Warrington Clinical Commissioning Group – and its partners in the local health and social care system – want to make people aware of the range of local healthcare services available including NHS 111, GP surgeries and GP

out of hours as well as pharmacies, to help people access the most appropriate care and avoid unnecessary visits to A&E.

To support this, from March 1<sup>st</sup>, if you attend A&E and your condition doesn't need emergency care and can be treated much better by your GP practice, you will be redirected to your GP practice instead.

Dr Andrew Davies, Chief Clinical Officer at NHS Warrington Clinical Commissioning Group and local GP said: "Our message is simple – if you have a serious medical emergency, go to A&E or dial 999, for everything else, call your GP or if your GP is closed, dial 111 for out of hours appointment.

"Please do not attend hospitals with common winter illnesses, such as chest infections, coughs and colds, diarrhoea or vomiting. If you think you have the flu, the best remedy is usually to rest at home, keep warm and drink plenty of water to avoid dehydration. You can take paracetamol or ibuprofen to lower a high temperature and relieve aches if necessary. Stay off work or school until you're feeling better. For most people, this will take about a week, but there can be some lingering symptoms that last longer. Call NHS 111 if the symptoms persist or are severe, but there is no benefit in attending A&E unless you are advised to do so."

"With support from the public we can make sure that we keep it as free as possible for those who do have medical emergencies."

**Date for next meeting**

**Wednesday 26<sup>th</sup> April 2017 at 5.30pm**