

## Mansion House PPG

### Meeting Notes

27 September 2018

<i>Present:</i>	Alan Webb Luise Leech Angela Bibby Michael Harrison Wendy McBain (Practice Manager) Sue Graham (Chair) Julie Pennington (Secretary) Lynne Palmer (Practice Pharmacist & Guest Speaker)
-----------------	---

*Next Meeting:* Thursday, 25 October 2018 (time to be confirmed)

1. The Chair welcomed the group, our new PPG member Angela Bibby & Guest Speaker/Practice Pharmacist, Lynne Palmer.
2. **Apologies:** Aiden Timney, Trevor Prowse, Christine Kirk.
3. Lynne Palmer was invited to give PPG members an insight into her role as Mansion House Practice Pharmacist, a directive driven by NHS England.

Lynne's position encompasses all GP practices in Copeland that form part of the North of England Commissioning Support Unit (NECSU.nhs.uk). Lynne advises GP's on quality targets for medicines and healthcare and formulates action plans on preventative care and over-prescribing. Current areas of concern nationwide are over-prescribing of antibiotics & long-term use of opioid drugs for pain relief. Both types of medication can eventually become ineffective even in high doses. Lynne encourages GP's to suggest that some patients explore alternative solutions to medical problems rather than resorting to prescribed medication, although she appreciates the time constraints on GP's having such discussions.

The Chair gave thanks to Lynne on behalf of all PPG members for an informative presentation and discussion.

**Action:** Sue Graham to discuss Lynne Palmer's visit with the Chair of Copeland PPG in order that Lynne may be invited to a future meeting of theirs.

4. A question was raised about whether Triage type training was given to Mansion House reception staff, in an effort to relieve some of the time pressures on GP's. Wendy explained that although training had been given, the practice was not yet

ready to roll the system out generally to patients presenting themselves to the surgery. Wendy went on to explain that an extended access service, running the surgery until 8pm, would be up and running by next year. A plan is being formulated to meet the needs of our NHS contract. Patients would be able to book appointments as normal, in addition to routine appointments being offered out as required to other practices, for example, to those suffering from Asthma or other chronic illnesses. Patient appointment availability would be spread across other GP practices throughout Copeland. Some telephone consultations with patients were trialed in Mansion House a while ago but were no longer offered as a service. It was suggested by PPG members that patients may bypass this system in favour of using CHOC services.

**Action:** Wendy to send a CHOC leaflet to Sue

5. Wendy clarified Mansion House position on problems with delivery of this year's flu vaccine. The Surgery has now received their supply and is in a position to administer vaccines. Apologies had been given to those patients whose appointments were cancelled due to lack of delivery.
6. Luise asked how Mansion House staff members are coping with their influx of new patients from Whitehaven Medical Centre. Wendy admitted that reception staff had been under increased strain due to lack of appointment availability. This was recognised by the team as a whole and coping mechanisms are underway with team discussion sessions allowing staff to air their issues.
7. **Any other business:** Sue to update the group on the Keswick workshop dated 18 September at a later meeting.

Due to work commitments of PPG members, Sue suggested that future meeting times for this group would be 1700hrs to 1800hrs. This may include the next meeting, currently scheduled for 1000hrs to 1100hrs on 25 October 2018. However, as we have already pre-booked Sarah Bell as a Guest Speaker for 1000hrs, this is to be confirmed.

**Action:** Wendy to check availability of Sarah Bell (Safeguarding Children) for a rescheduled time of 1700hrs to 1800hrs on 25 October 2018.

**Action ongoing:** PPG members to send any ideas of topics/guest speakers for future sessions to Sue Graham.

The meeting closed at 1810hrs. Next meeting, Thursday, 25 October 2018, time TBC.