

At the Meeting of the Trafalgar Medical Group Practice Patient Participation Group held at Eastney Health Centre on Wednesday 30 October 2024

PRESENT

David Pryke – Chairman

Robin Lander Brinkley – Vice Chairman

Mrs. Sally Atkins – Nurse Administration Manager

Miss Aneta Wanat – GP Assistant

Ms. Kemi Adenubi; Ms. Areej Areej; Mr. David Baines; Mr. John Doughty; Mrs. Friss Konieczny; Ms. Pam Lander Brinkley; Mr. Usama Kausar; Mr. Magan Patel; Mrs. Shanta Patel; Mrs. Jayne Pryke; Mrs. Pat Wainwright; Mrs. Barbara White; Dr. Godfrey White; Mr Derek Wynne;

Apologies from:

Mrs. June Glass; Mrs. Joy Haines; Mrs. Sue Mullan; Mr. David Steel

1.WELCOME

The Chairman welcomed everyone

He reminded everyone that any questions for the practice should be sent in advance of the meeting which was to try and ensure that the questions could be fully answered as there was not always an appropriate member of staff at the meeting to give an answer. However with effect from now members would be asked at each meeting if they have any questions for the next meeting and any questions would be investigated and answered at the following meeting

He also reminded everyone that the meeting was not a forum to discuss personal issues and that these should be directed direct to the Practice.

2. MINUTES

The Minutes of the meeting held on 30 October 2024 were agreed as a correct record.

3. COSTOF LIVING SUPPORT

The Chairman Reported that Lynn Doel, Cost of Living Officer, Portsmouth City Council was unwell and therefor not able to attend this meeting, arrangements would be made for her to attend a future meeting.

4. QUESTIONS

The following questions were asked for which answers would be compiled and presented to the next meeting:

- a. What provisions were made in the practice for paediatric care?
- b. What were the guidelines for continuing medications?

5. CHAIRMAN'S STATEMENT

The Chairman reported that:

Local pharmacy could now provide prescription-only treatments for the following conditions if deemed necessary:

- Sinusitis (for patients aged 12 years and over only)
- Sore throat (aged 5+)
- Earache (aged 1 year-17)
- Infected insect bite (aged 1 year+)
- Impetigo (aged 18 years+)
- Shingles (aged 18 years+)
- Uncomplicated urinary tract infections (women aged 16 to 64)

Pharmacists were set to follow a detailed clinical pathway for seven common ailments, offering advice on self-care and safety measures. If appropriate, they can also dispense a limited selection of prescription-only drugs without the need for a GP visit.

- . Symptoms of sinusitis include thick nasal mucus, nasal congestion, facial congestion, facial pain or pressure, loss of smell and fever.
- . Symptoms of impetigo include red sores or blisters, leaking fluid or pus, yellow or honey-coloured scabs, pain or itchiness, fever and swollen lymph nodes.
- . Symptoms of shingles include pain, rash, fever, headache, chills, and upset stomach, tingling or itching.
- . Symptoms of uncomplicated urinary tract infection include a burning or stinging sensation when urinating, frequent urge to urinate, especially at night, passing small amounts of urine, urine that is cloudy, red, bright pink, or cola-colored, urine that smells bad, lower abdominal or pelvic pain and pain in the lower back, just below the ribs

Conditions no longer treated by the NHS

There are the 35 conditions affected by the changes which were first introduced in 2022 which can no longer be treated by the NHS were:

- Acute sore throat
- Infrequent cold sores of the lip
- Conjunctivitis
- Coughs and colds and nasal congestion

- Cradle Cap (seborrhoeic dermatitis – infants)
- Haemorrhoids
- Infant colic
- Mild cystitis
- Mild irritant dermatitis
- Dandruff
- Diarrhoea (adults)
- Dry eyes/sore (tired) eyes
- Earwax
- Excessive sweating (Hyperhidrosis)
- Head lice
- Indigestion and heartburn
- Infrequent constipation
- Infrequent migraine
- Insect bites and sting
- Mild acne
- Mild dry skin
- Sunburn
- Sun protection
- Mild to moderate hay fever/seasonal rhinitis
- Minor burns and scalds
- Minor conditions associated with pain, discomfort and/fever. (e.g. aches and sprains, headache, period pain, back pain)
- Mouth ulcers
- Nappy rash
- Oral thrush
- Prevention of dental caries
- Ringworm/athlete's foot
- Teething/mild toothache
- Threadworms
- Travel sickness
- Warts and verruca.

The Chairman reminded members that this was Sally's last meeting before she retires at the end of March

Sally had been the mainstay of the PPG since its inception and had given up a lot of her personal time to keep it going, she had always gone out of her way to help, in arranging some of the speakers for meetings and finding out information. The Chairman said that he would personally like to thank Sally for all of her help, and he was sure that everyone will wish her all the very best for the future. The Chairman presented Sally with a bouquet of flowers

6 PRACTICE UPDATE

Aneta Wanat reported that:

The Practice had 18 GPs of which 6 are partners and 10 Salaried and 2 locum GP's., 9 Nurses and 8 HCA's

The Practice had lost Dr Kadapa,

Nurse Paige had completed her training and now specialised in Asthma and COPD.

Complaints about access and telephone system were down, the call back system was working very well

E-consults did not close at set time but stayed open until they were full-from 8am

Mon-Fri

The Practice still trying new registration form online which involves QR code, we still can register manually.

The Practice was trying to encourage patients to sign up for online services to see test results and to request medications.

The Practice was reminding all the patients when returning samples to put time and date on the pots to speed up the process and waiting time for the results

Prescriptions requests were still up to 72 hours to process

The Practice was as ever we continuously looking forward to improving our services.

The Practice was still not allowed to send letters and was doing a campaign to get patients updated phone numbers by going through everyone record and calling to reduce letters for this year and going forward-save money on postage.

The Practice was still handing out the slips for patients to provide updated contact details.

If the telephone system goes down Patients could still see all the information on our website and Facebook page.

The Practice continued to recruit new reception staff for both surgeries, there were currently 3 members on maternity leave-patients were requested to be gentle and have patience with the reception staff

The Practice was trying to recruit new PPG members by sending messages to patients and asking to join, so far here had been a few responses, and we would like to welcome more.

Imperial College of London had set up a satellite in Portsmouth for Medical Students to learn, the Practice had 12 Medical Students with us every Friday for the next 9 months, some of the students helping with home visits.

7. WRITTEN QUESTIONS AND ANSWERS

There were no written questions.

8. FUTURE MEETINGS

A coffee morning has been arranged for 7 May 2025 from 11am to 12.30pm

Dates were not yet available future meetings these will be announced in due course