**Minutes of Patient Group Meeting**

**Wednesday 25 January 2022**

**1pm – 2pm**

**London Road Surgery**

**Patient Group members: London Road Surgery and Robert Frew Medical Centre Patient Groups**

**Practice Manager:** Grainne Donnelly (GD)

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|  | **Welcome** |  |
|  | Grainne welcomed everyone to the meeting |  |
|  | Presentation: **Matia Cordella PCN Pharmacist**  Matia discussed his role and the difference between Pharmacists and GP’s  Medicine Management  Medication Reviews  Blood Tests that are required before medication can be issued  Team: Pharmacists who can prescribe and Technicians who report to Pharmacists but do reviews. Some reviews are done remotely, and some are done by calling the patient to discuss the medication.  Home Blood Pressure readings are encouraged  Blood Pressure can be done at the Pharmacist  Community Pharmacy Consultation Service – discussed  GD thanked Matia for sharing this information. |  |
| 1 | **Minutes of the last meeting 23.11.22** |  |
|  | No review of minutes from meeting as already sent out and on the website. |  |
| 2 | **Reminder: NHS App and Online services**  **Contact Details: Email and SMS**  **Website**  **e-consult** |  |
|  | GD reminded the group of the benefits of the NHS App and using our Online Services. Prescriptions are processed faster when sent electronically.  We are now checking with patients that we have the correct contact details for them. We have software called ACCURX which allows us to send documents and leaflets via SMS or Email. ACCURX will allow the patient to respond if the clinician has asked a question. |  |
| **3** | **Development of London Road Surgery to be Dementia Friendly**  **New Totem Patient Information screen in Waiting Room** |  |
|  | We continue to work towards being Dementia Friendly.  New Jayex Patient Calling Boards have been ordered and will also call the patient which will help those patients who have difficulty with their sight. |  |
|  | **AOB** |  |
|  | * Wickford Memorial Park – has a Walk organised every Saturday morning * Reminder that Active Essex who came to the meeting in November 2011 advocate for all the community to be more active. * Discussion around where we can share information for patients to know about activities. Suggestions were: Library and Wickford Town News |  |
|  | **Reminder:**  **Self-Care and use of website and local pharmacist**  **PCN Staff:**  **-PCN Pharmacists**  **-PCN Care Home Team**  **-PCN Dietician**  **-Social Prescriber**  **Community Pharmacy Consultation Service (CPCS)** |  |
|  |  |  |
|  | **Mission statement: Right Treatment by the Right Clinician at the Right Time, in the Right Place**  **Care Compassion Quality Safety Inclusivity: Patient at the centre of what we do** |  |
|  | Close of the meeting |  |
|  | **Date of next meeting: April 2023** |  |