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| **No** | **Attendees:** Debbie Elliott (practice manager), KB, LM, BP, RS, SS, MW.  **Apologies from:** DP.  **Item** |
| **1.** | **Minutes from the 14.6.23**  No further action. |
| **2.** | **Talk from Emma Dagnall (Pharmacist) and Ravin Ahmed (Physician Associate)**  Emma talked about her general role in the practice and about DOAC reviews. Direct Oral Anticoagulant medication requires strict monitoring, which Emma oversees.  Ravin’s position is new to the practice, so she explained what her role will be and the training she has completed.  **What are Physician Associates?**  Physician associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. Physician associates are practitioners working with a dedicated medical supervisor, but are able to work autonomously with appropriate support.  Physician Associate is a rapidly growing healthcare role in the UK, working alongside doctors in hospitals and in GP surgeries. Physician Associates support doctors in the diagnosis and management of patients. They are trained to perform a number of roles, including taking medical histories, performing examinations, analysing test results, and diagnosing illnesses under the direct supervision of a doctor.  The Physician Associates’ generalist training equips them to deal with patient care, from initial assessment to follow up care in both acute and community settings. They are trained to develop a differential diagnosis based on patient history, physical examination, and investigations. They initiate further evaluation or treatment based on this assessment, for many common and important conditions. All of this occurs under the supervision of a named clinical supervisor, usually a consultant or GP. The level of supervision is determined by the PA and their clinical supervisor and may change over time; many experienced PAs work very autonomously. |
| **3.** | **Items added to the agenda from PPG members:**   * **Reception and the Signing in Process**   We discussed using the self-check in machine and a member of the PPG had witnessed a lack of help from the receptionist, when a patient was unable to use the machine. It has been discussed with the admin/reception team the importance of assisting patients with the machine or just simply check them in.   * **Face to face appointments/Dr Grenyer**   Dr Grenyer does only face to face appointments and Dr Arnold has now changed to all face to face. |
| **4.** | **Appointments**  We now have more appointments available on the day. All patients that call are to be given advice or an appointment within 2 weeks. NHS England are wanting patients not to feel the need to phone at 8am, because whatever time they phone we will try to help them in the most appropriate way. Group members generally felt access to the practice for advice or an appointment, was good.  We have removed online appointments in order to meet the new NHS England requirement to offer an appointment to all patients within 2 weeks. |
| **5.** | **Other practice information**   * The next PPG meeting will be a joint meeting, with all the practices in Southport and Formby. More information to follow. |
| **6.** | **Next meeting to be confirmed.** |