

**APPLETON VILLAGE SURGERY**

**PATIENT PARTICIPATION GROUP**

**NOTES OF THE MEETING ON 25<sup>th</sup> MAY 2017**

**Present**

|                                   |  |
|-----------------------------------|--|
| Diane McCormick (Chair)           | Kristine Pluger, Wellbeing Enterprises |
| Anita Corrigan (Practice Manager) | Becky Birchall, CCG                    |
| Gill Shepherd                     | Des Chow, CCG                          |
| Maureen Kerry-Lewis               | Linda O'Neill (Secretary)              |
| Chris Sheen                       |  |

**Apologies**

|              |               |
|--------------|---------------|
| Dawn Nichols | Ken Ainsworth |
|--------------|---------------|

1. **Welcome, Introductions and Apologies**

Diane welcomed the group and apologies were noted.

2. **Actions from last meeting**

No outstanding actions from last meeting.

3. **Ratification of minutes of last meeting**

The minutes of the last meeting were approved.

4. **Community Wellbeing Practice Update**

The current programme will soon be coming to an end and the new programme will be available within the next 2 weeks.

'Driving up Confidence' is going well. 'Living Life to the Full' is an accredited course and will always be included in the programme. 'Mindfulness' has been very popular.

Diane asked if Wellbeing will be doing anything around loneliness. Kristine advised that there is 'Sure-Start into later life' for the over 50's and a lot of referrals are made into the Red Cross Befriending Service.

5. **Prescription Ordering Service**

Becky Birchall, Senior Pharmacist with the Halton CCG Medicines Management Team attended to discuss the CCG's decision to stop pharmacies ordering prescriptions on behalf of patients.

Medicines Management carried out a review of third party ordering in January and the results show that there is some good practice but also a lot of bad practice with pharmacies ordering more items than required resulting in safety issues and a lot of wastage. The CCG made the decision to stop pharmacies ordering medication on behalf of patients from Autumn/Winter this year. Practices, Pharmacies and Health Watch will be contacted by e-mail within the next few days and 6 weeks before go live date letters will be sent to patients advising them of the change and providing information on other methods of ordering prescriptions. Collection and delivery by pharmacies will still be available.

Discussion took place around a number of scenarios including alignment problems, patients unable to get their requests to the surgery, telephone ordering, repeat forms, ordering by care homes. Some members of the PPG believe that stopping the service is a retrospective step and Medicines Management ought to be working with pharmacies to look at their mismanagement of the service. Becky will feedback these comments to the CCG.

Medicines Management will be working with practices and supporting them with 'housekeeping' to align medication. The surgery has received many requests for online access which includes a facility for on-line ordering of prescriptions.

A query was raised about whether it is possible to view patients' medication when they are seen at the Urgent Care Centres (UCCs). Becky will check this and advise.

**Post meeting response from Becky:** *Currently medication can only be viewed via patients' Summary Care Records and this requires that patients have given their consent to their practice so isn't always the case. There are plans in place to have EMIS in the UCCs by March 2018 which will then mean that patients' medication is automatically visible.*

Following go-live for Runcorn Becky will return to the PPG later in the year to feedback how it is going.

6. **Premises update**

There is nothing further to update until after the General Election when the Surgery will be able to arrange a date for the patient information event.

7. **Patient comments/complaints**

Friends and Family Test result for April was 96.1% of patients surveyed would recommend the surgery. There were no comments in the PPG comment box.

Gill asked that her thanks are passed to Dr Brindle for looking after her for the last few weeks and getting her signposted to the right people.

## 8. **Patient Participation Awareness Week – 19<sup>th</sup>-23<sup>rd</sup> June**

Anita has prepared a hand out to encourage patients to join the PPG and the virtual PPG.

Diane has asked if each member of the group could commit some time during the week to provide a PPG presence in the surgery.

There is an information pack available via the NAPP bulletin which Anita will request.

**Action: AC**

## 8. **Round the table/AOB**

### 8.1 Vice Chairman

A new vice-chair will be required when Chris leaves the group which he expects will be the end of July. Gill was nominated, seconded and appointed as the new vice-chair.

### 8.2 Staff changes

A new member of staff has been appointed to the prescription team to replace the prescription clerk who resigned at the end of May.

### 8.3 PPG Plus

Date for the PPG Plus is Wednesday 14<sup>th</sup> June at 1.30pm and will be held at Churchill Hall, Runcorn. Topics for the meeting are networking and Local Delivery Service (LDS) 5 year forward view. All members of the PPG are encouraged to attend.

### 8.4 Halton Peoples Health Forum

The HPHF will be held at Churchill Hall, Runcorn on 5<sup>th</sup> July and The Select Stadium, Widnes on 12<sup>th</sup> July

## 9. **Date of Next Meeting**

The next meeting will be held on Thursday 29<sup>th</sup> June 2017 at 6.30-8.00pm, in the surgery waiting room.