

APPLETON VILLAGE SURGERY

PATIENT PARTICIPATION GROUP

NOTES OF THE MEETING ON 28th SEPTEMBER 2017

Present

Diane McCormick (Chair)
Gill Shepherd
Dawn Nichols
Maureen Kerry-Lewis
Christine Grice

Jeff Ditchfield
Andrea Glancey, Medicines Management
Des Chow, CCG
Anita Corrigan, Practice Manager
Linda O'Neill (Secretary)

Apologies

Victoria Morton
John Parle

Kristine Pluger, Wellbeing Enterprises

1. Welcome, Introductions and Apologies

Diane welcomed the group. Introductions were made. Apologies were noted.

2. Actions from last meeting

5. Transport to proposed new premises

A representative from Halton Community Transport will attend the October meeting.

8. Patient Comment

Anita has discussed the patient's comment with GP and responded to the patient.

10.4 Text Reminders for Prescriptions

It would not be feasible to send out text reminders to advise patients when their prescriptions are ready for collection, however, by October the surgery will be using electronic prescribing and prescriptions will be sent electronically directly to a patient's nominated pharmacy. Patients are encouraged to nominate a pharmacy.

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

The minutes of the last meeting were approved.

4. **Medicines Management**

Andrea Glancey from the CCG Medicines Management team attend to provide an update on the changes to repeat prescription service and details of the NHS England consultation on prescribed medicines through primary care.

4.1 **Feedback on repeat prescription service**

Andrea provided a brief background into why the decision was made to make the change based on patient safety and cost saving. Vulnerable patients, those currently using blister packs and housebound patients who have no one to order on their behalf will still be able to have their pharmacy order for them.

The change was implemented in Runcorn at the beginning of September. Feedback from Practice Managers in Runcorn is that the change has gone more smoothly than anticipated. A question was raised about a Runcorn patient who was advised that it will take approximately 4-6 weeks to be set up for Patient Access to enable them to order prescriptions on line. Andrea was aware that there had been training issues and training will be put in place in Widnes surgeries.

The change is due to be implemented in Widnes in November. Letters will be sent out to all patients 6 weeks before implementation date, together with a leaflet explaining the changes. A member of the Medicines Management Team will be in place at each surgery to assist with the implementation. Patients who have concerns or difficulties should contact PALS who will try to help but anything they are unable to deal with will be forwarded to the Medicines Management Team. After the go-live date any patient contacting a pharmacy to request medicines will be redirected to the surgery and in the interim it is hoped the surgery, when appropriate, will take an order over the phone and explain the new ordering system to the patient.

The question was raised about lining up medicines and this will be done by the surgery as and when required. Andrea also advised the group that if a patient runs out of medicines pharmacies are able to provide up to 5 days emergency supply.

Electronic prescribing will enable prescriptions to be sent directly to the patient's nominated pharmacy. For the future Medicines Management team will also be looking at E-repeat dispensing

when patients will not need to order their repeat prescriptions at all between medication reviews.

4.2 NHS England consultation on prescribed medicines through primary care

NHS England is currently running a consultation on prescribed medicines through primary care. The consultation will run until 21st October. The consultation is looking at a total of 18 medicines/products which are either clinically ineffective, unsafe or not cost effective. Members of the group were encouraged to go on line and participate in the consultation.

<http://www.haltonccg.nhs.uk/get-involved/Pages/Items-which-should-not-be-routinely-prescribed-in-primary-care.aspx>

Andrea will provide a hard copy which will be forwarded when available.

Following the consultation NHSE may give a directive but if not the CCG will run its own consultation looking at which medicines available over the counter should or should not be prescribed.

A question was raised about Care at the Chemist and Andrea explained that this is a service provided by some pharmacies which is aimed at reducing the workload of GPs whereby pharmacies can provide advice on a limited number of conditions. The advice is free however if medication is recommended this will need to be paid for by those patient who are not exempt from prescription charges.

5. Community Wellbeing Practice Update

No update in the absence of Kristine.

6. Premises update

The report on the consultation exercise has been completed and a meeting has taken place with the CCG who are happy with the process the Practice has gone through. A copy of the report will be circulated to members and published on the web site.

Action: AC/LON to circulate consultation report and publish on web site

The next step is to seek assurance from the CCG that they will underwrite the lease and a paper will go to the November Primary Care Committee. The Practice requested a 6 month extension to the list closure but a 4 month extension was approved. The CCG has asked

for an impact assessment on how our list closure is impacting on other practices in the area.

Diane advised that a meeting has taken place between local Councillors and Dr David Lyon, Chair of CCG, about transport issues and approaching other surgeries and being told they are unable to register. It is understood that 3 practices have list closures at the moment, however if the new build goes ahead it is anticipated there will be a lot of patient movement between practices. The NHS rules state that if a patient approaches a practice with an open list they should be accepted.

7. **Patient Comments/Compliments**

There were no patient comments.

8. **Round the Table**

8.1 **PPG Plus**

The next PPG Plus meeting is scheduled for Thursday 5th October at 1.00pm in Ditton. Agenda items are: GP Federations; Medicines; Flu. There will also be an opportunity for networking with other PPGs and sharing best practise. All PPG members are encouraged to attend.

8.2 **Halton Peoples Health Forum**

The HPHF be on Tuesday 24th October, 1pm - 3.30pm in St Marie's Church, Widnes and Wednesday 25th October, 1pm - 3.30pm in Grangeway Community Centre, Runcorn. The topics will be Isolation and loneliness in all age groups; Flu; Halton Haven and the services they provide.

9. **Date of Next Meeting**

The next meeting will be held on Thursday 26th October 2017 at 6.30-8.00pm, in the surgery waiting room.