

## Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 12<sup>th</sup> March 2015 at 5.30pm.

### Present

Chris Thompson (Practice Manager)  
Tracey Ingram  
Jenny Drew (Chair)  
Tony Drew  
Tony Robinson (Vice Chair)  
Chris Peters  
Elaine Laurie (Secretary)  
Peter Appleby (Treasurer)  
Pippa Harder  
Heather Hind  
Gill Stokes  
Len Wilson  
Eloise Summerfield

### Apologies

Christine Pigg  
Iris Wilde (Treasurer)

### Abbreviations used:

|   |       |
|---|-------|
| Care Quality Commission                         | CQC   |
| Clinical Commissioning Group                    | CCG   |
| Clinical Reference Group                        | CRG   |
| National Association of Patient Participation   | NAPP  |
| Rotherham, Doncaster and South Humber NHS Trust | RDaSH |
| Dementia Action Alliance                        | DAA   |
| Active Always                                   | AA    |
| Enhanced Service Specification                  | ESS   |

Chair-Jenny Drew

Ground Rules Reminder (on laminated cards)

Terms of Reference (on laminated cards))

### **1.0 Welcome and introduction**

1.1 Jenny welcomed group members and Eloise Summerfield, prescribing advisor to the Practice, Apologies were noted.

### **2.0 Group Business:**

2.1 Approval of minutes of meeting held 12<sup>th</sup> February 2015.

2.2 Matters arising

The group ticked their age on the friends and family survey report form which is annual and anonymous.

### **3.0 Eloise Summerfield Prescribing Waste Management.**

3.1 Eloise works with the CCG and 8 GP practices as prescribing adviser on cost effective treatment and guide lines and is also an expert on Laxatives. She came to talk to the PPG about medicine wastage and to see if we had anything to contribute to how this may be improved.

If patients have medication that has been discontinued, a new one that is in comparison with their old one will be found which is also cost affective.

Medication waste is a big problem which could be down to patients passing away, pharmacies, GPs and patients having medication delivered they are no longer using or stock piling medication that they do not use anymore.

Eloise is attending PPG groups to get feedback on problems with prescriptions that the groups are experiencing i.e. wrong medication, change of prescriptions. Pharmacies in theory should phone patients to check on repeat prescriptions. An online pharmacy company in Leeds has been sending out generic letters to people to handle their prescriptions for them and people are thinking they are from their regular pharmacy and signing the letters for the Leeds company to take over their prescriptions, an official complaint has been sent in to the national pharmaceutical Committee and they are acting on that. Patient's complaints are also taken into account.

Prescription cannot be returned if they are the wrong ones unless they have been checked in the pharmacy itself. Once you are outside they will not take them back to use for someone else. They will get destroyed as will medication stock piled at home. There is a company that will accept certain medication to send abroad but even then they cannot take anything. It was suggested that maybe the delivery of medication could be checked by the driver to see if it was getting stockpiled. Some pharmacies are really good and now the 28 day ordering is in place it may work better not having too much wastage. Prices are being affected by some pharmaceutical company's going abroad. The Practices try to keep within their budget but it is sometimes out of their control. Discontinued medication can be a problem as a new one has to be prescribed by the doctor and if it doesn't suite the Patient they have to keep trying for another one until they get medication that suites.

**4.0 Car parking response from Chris Thompson:**

4.1 Chris has yet to discuss the car parking with the partners but has sent a notification to all the staff explaining the requirements of parking in the places allocated. Feedback will be at our next meeting. It seems the staff are now parking as requested.

**5.0 News from the practice - Chris Thompson:**

5.1 The television in the Stag waiting room doesn't seem to have a contract. Chris has approached NHS England to enquire if there is any funding for replacing the TV with their NHS screen with health messages on until we know the outcome of that we will keep the TV. In June, Dr Bell will be going on maternity leave and Dr McWinnie retires in May. Advertisements have been placed and interviews will take place on the 18<sup>th</sup> March. There are 6 that have been invited at the moment to be interviewed, 3 partner posts and 3 other posts.

In relation to equipment, funding has been granted and equipment has been ordered, 2 new Defibulators, Couches and a waiting room blood pressure monitor and printer for patients to do their own blood pressure and print it out. Also combined height, weight and BMI scale that the CCG are providing to all practices. A request for a picture of Thomas Rotherham Collage is to be sold for £25 to a patient.

**6.0 Any other business:**

6.1 Iris asked if it was possible to have someone at the desk in reception at surgery time to inform patients that someone will be out to assist them. One suggestion was for a retired person that has worked as such to sit and reassure patients they are being attended to. More discussions can go ahead when Iris attends the next meeting. Closure at Easter will be Good Friday and Easter Monday at both Stag and Rose Court surgeries. Two of the reception staff are due to return to work in a month after sick leave and holidays. Electronic prescribing is something being looked into and after meeting with GPs pharmacies etc. a meeting will be arranged for a progress report.

A letter was sent to Dr Abbey from Heather in reference to carer's corner which will be discussed by the practice and hopefully the surgeries will move forward with plans to reinstate carer's corner. The letter has been forwarded to all the PPG group which we all agree Heather has really stated well our concern for carer's corner. A booklet appeared in the Surgery at the Stag which has lots of useful information. We hope to acquire some more. The Newsletter, Jenny has a list of items to go in, will anyone who has anything to be added email Jenny. The display units are to be installed at both surgeries.

**7.0 Next meeting 5.30pm 23<sup>rd</sup> April 2015.**

Meeting closed 6.30pm.

EL22/03/2015