MINUTES OF PATIENT PARTICIPATION GROUP (PPG) MEETING HELD WEDNESDAY 25TH OCTOBER 2023 AT 4PM

Present Sue Cousins (Chair) Hilary Mulholland (Secretary) Surkita Chauhan (Practice Manager) Gail Jukes, Pat Morris, David Morgan, Antony Cashmore, Mony Panesar (Practice Pharmacist)

Apologies received from John Hipkiss and Liz Smith.

Minutes agreed from last Meeting.

Matters arising –

Practice Update

It was reported that the Covid and Flu vaccinations commenced last month, process has been smooth running and ongoing with eligible patients invited to attend, feedback has been very positive. SCh

Role of the Practice Pharmacist

Mony Panesar our Practice Pharmacist gave a very detailed account of his role within the Practice. Its very diverse and he helps manage longer term conditions including blood pressure checks, asthma, vaccinations, statins and advises on any queries or problems regarding medication. He works closely with the G.P’s and will highlight any concerns to them.

In addition there are approximately 300+ repeat prescriptions to authorise daily along with another 100+ prescription queries. It was reported that the best and easiest way of ordering a repeat prescription is through Patient Access on the website where the patient can see all their medication and tick the boxes for the items they need. It is recognised that not all patients can do this and the alternative is to hand in the right hand portion of previous prescription selecting the items required and handing in to Reception or using the post box outside the surgery. This is to help reduce excess waste where medication is automatically ordered and not needed as has happened in the past whereby nominated Pharmacies ordered on behalf of the patient instead of just what is needed. He also gives advice regarding over the counter medication and has to comply with ICB guidelines to ensure only medication which is approved by them is prescribed and checks for alternatives when an item has been removed from the approved list. If an item has been removed from the list he will alert the patient and find an alternative for them.

Text message service is used to remind and inform patients where possible of any appointments, eligible vaccines and other relevant information which members agreed is really useful.

Shingles and Pneumonia vaccines are available for patients over 70 ; however the criteria has been updated by NHS to phase in over a 5 year period those at 65 and 70 and all eligible to have the vaccine will be contacted and these can be booked with Reception.

It was suggested that it would be really helpful if notifications advertising these vaccines could be added to the screen in the waiting area and also to increase the font size to make it easier to read as some of the text is out of focus. Also a reminder of the time needed to order a repeat prescription to ensure the patient does not run out and to order what is actually needed. SCh and MP said they would check if the graphics to do these changes is available.

Any other Business

Concern regarding stock piling of prescribed medication was discussed and a full basket of unused medication of all types was presented to the meeting by Gail Jukes. These had all come from one person she knows and there are many more which highlights the problem of patients ordering supplies they don’t need. Once this medication has been dispensed the Pharmacy are not allowed to re issue it so it is a complete waste.

A photo was taken which it is hoped can be added to the screen advising patients to be mindful when ordering repeat prescriptions as above mentioned.

Dates for next Meeting

Sue Cousins to liaise with Surkita Chauhan to choose couple of dates so members can be advised well in advance of future meetings.

Next meeting has been scheduled for 31st January 2024 at 4 p.m.

There were items on the Agenda which were not discussed due to timescale as follows:-

GDPR (General Data Protection Regulations): Privacy notice explaining how data pertaining to the PPG is collected and used.

Future topics for Agenda.

Meeting closed at 5.10p.m.