

## Manor Medical Practice – Patient Participation Group (PPG)

### Minutes of the meeting with Pharmacists 21<sup>st</sup> March 2017

**Present:** Rafiq [Chair]; Dale [Vice-chair]; Jamshad; Ann; Ian; Karen.

Also in attendance: Raj – Allerton Pharmacy

Kashaf – Bradford Pharmacy Girdlington Rd.

1. Pharmacies have been drawing up lists of “vulnerable” patients which they have passed to the local GP Practices in an effort to have them exempted from the new rules regarding repeat prescriptions.

One of the problems they have encountered is that in some GP Practices the “*bar of vulnerability has been set too high*”. The consequence is that patients that the pharmacist consider suitable for exemption the GP doesn’t agree. To date this issue is still on-going.

There are big issues around the CCG guidelines on repeat prescriptions. Although there is some leeway to allow flexibility in the system it is believed that some GP Practices are applying the rules too rigidly.

Both Raj & Kashaf agreed that Manor Medical Practice has a much more caring approach to patients and this creates a “*warmer feeling in the pharmacies*”. **(NB This message was passed onto Manor Medical Practice staff later at the full PPG meeting.)**

2. Dale reported that he had received unsolicited mail from a Leeds based organisation called **Pharmacy2U**. ([www.pharmacy2u.co.uk/nhs](http://www.pharmacy2u.co.uk/nhs)) This company wants patients to sign up with them for a repeat prescription service which, if successful, will take away business from our local pharmacies. There was a question about where this company got patient addresses from. The current mail-shot seems to be targeted at 4/5 local surgeries and the feeling of the meeting was that they have simply sent the leaflet to every address in the area on the basis that they’ll hit most patients and may sign up a few.

Both pharmacists said that they had had customers coming in asking where they signed the form to receive the service, on the assumption that it was their chemist who had sent the form out.

The meeting agreed to bring the issue up as an agenda item at the full PPG later that afternoon.

3. **ACTION:** It was suggested an occasional joint meeting with other PPGs would be a useful exercise to discuss issues of joint concern – Pharmacy2U being one of the items for discussion. **Rafiq to follow up.**
4. There being no further items for discussion the meeting closed.

**Manor Medical Practice – Patient Participation Group (PPG)**  
**Minutes of full meeting held 21/3/17.**

**Present:** Rafiq (Chair); Dale (Vice-chair); Eulie; Madeline; Alison; Jamshad; Ann; Ian (Minutes); Karen; Anne; Cath.

**Apologies:** Jenny; Barbara; Wendy; Caroline; Richard; David.

The Chair welcomed new members to the meeting and said it was good to see the group expanding.

**Matters arising from last meeting:**

1. Flooding at Allerton surgery: There has been a necessity to undertake some structural alterations at the building but it is still functioning albeit in a limited fashion.
2. Update on 8am – 8pm opening hours: Nothing further to report as yet but Manor Medical Practice does provide appointments from 7am.

**For information:** A Children's Asthma event is taking place – by invitation at Girlington on 20<sup>th</sup> April 2017 at 1.30pm. Sarah (Practice Nurse) is running it together with Kelly (new Practice Nurse). The idea is to educate parents in techniques to help them with their children.

**Appointments System:** It was reported that it seems to be difficult to get appointments on-line. They should be available from midnight. BUT they are released automatically on a release schedule over a month. There was a perception at the meeting that the situation was getting worse but it was acknowledged that it is difficult to get the balance right.

The meeting was shown the electronic booking system. A notable feature was the large number of unattended appointments.

**ACTION:**

1. Agenda item next time – to discuss with Drs what the PPG can do to address the issue of unattended app'ts e.g. Written warnings/removal from the GP list. **Rafiq to action re agenda item.**
2. Can the PPG be provided with some accurate statistics? **Practice staff.**

The triage system is working well and enables the Practice to ease the pressure on demand for immediate appointments and ensure those that need to be seen by a doctor are seen.

**Meeting Change:** Dr Ali requested that the meeting days be changed to Wednesday afternoon. This will allow him to attend regularly. It was **AGREED** that further meetings should be held on the 3<sup>rd</sup> Wednesday of the month in which they fall. See below for next meeting date.

**Electronic Prescriptions:** Not all prescriptions can be electronic.

- Prescriptions for controlled drugs still have to be collected and signed for;
- The on-line system for repeat prescriptions doesn't appear to be "user friendly" although Practice staff say there is NO restriction on the number of items per prescription that can be ordered;
- Patients who order repeat prescriptions on-line may have to wait up to 4 working days for the repeat to be signed by a GP e.g. order on line over the weekend and it could be Thursday before it is signed off;
- There are still some problems with the system but they tend to be caused by human error and are not generally an inherent problem with the system. Itself and
- It is NOT easier for the GP as every prescription has to be checked and signed individually.

**Blood Tests:** A question was raised about these. They are usually asked for by a specific GP. The results should be placed on the patient records when returned and therefore accessible to the GP... They can take, some time to be filed on a patient's record however.

**Pharmacy2U:** This organisation has been sending personalised letters to some members of this committee. The letters seem to have been targeted at 4 or 5 local surgeries. The issue was raised at the earlier meeting with the pharmacies. It became very clear that some people are very confused by an extremely misleading letter.

**ACTION:** it was suggested that a letter of complaint was sent either from the Practice or the PPG to the CCG. **Cath was asked to look into this.**

**Card to Richard:** it was agreed that the Practice would send a suitable card to Richard on behalf of the PPG.

**ACTION:** Practice staff to follow up.

**AOB:**

**Out of hours provision:** It was reiterated that there ARE alternatives to A & E e.g. 111 service or out of hours GP provision. It was **AGREED** that the availability of these services needs more publicity.

**ACTION:** it was suggested that a prominent poster should be displayed in the reception areas of the surgeries. Practice staff to look into this.

**Date of Next Meeting:**

**Committee members were asked to note the next meeting will be held on WEDNESDAY 3<sup>rd</sup> May 2017 @ 1.00pm Girlington Road.**

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Signed: Rafiq Sehgal (Chair) PPG

Date: \_\_\_\_\_

Minutes prepared by Ian Price. 2/4/17.