

# KINGSDALE AND PERRY PARK SURGERIES

## PATIENT PARTICIPATION GROUP

### Notes of meeting held on Tuesday 6<sup>th</sup> June 2017 at Perry Park Medical Centre

Present: Michael Nash  
Tony Cotterell  
Rita Cotterell  
Jack Foxall  
Lynn Pallett, Practice Manager, Kingsdale and Perry Park Surgeries  
Vanessa Day, Minutes

1. Apologies: Janet Summers  
Tony Wooldridge  
Andy Knapp
2. Update on the services provided
  - Electronically submitted repeat prescriptions. LP advised that this has now been rolled out and as far as she is aware there are no major issues. The savings made using this new way of working will be monitored and LP to feedback the findings at the next meeting.
  - Both Practices are to have a new TV and advertising will move to more appropriate
3. Medicines Waste

Lynn introduced Angela Barker, Pharmacist, working for the Clinical Commissioning Group (CCG) in Medicines Management. Angela explained that she was undertaking a piece of work on medicines waste, working with GP surgeries in the Kingstanding area. This is a very topical subject in the NHS at the moment with medicines waste accounting for £100m annually and £4.5m falling within the CCG area.

One way of tackling medicine waste is through repeat prescriptions, a large proportion of which are automatically ordered by pharmacies. Angela explained that she is working with Practices to put the responsibility back onto patients to order their repeat prescriptions. There are exceptions to this, i.e. those who are housebound, vulnerable, i.e. older and more fragile patients and those patients with mental health and learning disabilities. She went on to say that only 64% of requests come in with the right hand side of the script ticked. The change in practice will be kick-started on the 1<sup>st</sup> June 2017 with an awareness campaign. Medication reviews will continue to take place every 6 months as normal, which will contribute to the reduction in

waste.

JF raised the issue of some blister packs containing different quantities of tablets, making it confusing and wasteful, i.e some containing 28 tables and some containing 30. Angela agreed and said the CCG are well aware of this but there is very little that can be done as this is under the control of pharmaceutical suppliers. JS went on to say that synchronisation is also an issue when patients are taking multiple medications, which should be addressed at medication reviews.

Members asked about medications ordered and dispensed at pharmacies but not collected. In cases such as this medications can be returned to the pharmacy stocks as they have not been opened and can be reissued. Patients will be encouraged to check medications ordered before they leave the pharmacy. (NB: Once patients leave the pharmacy and find they have medications they no longer need, it would not be possible to return them, as there is no guarantee they have not been tampered/contaminated so the pharmacy will not accept them.)

Another way of encouraging patients to order their repeat medications themselves is on line. The CCG has asked all Practices to achieve a target of at least 10% of patients registered on line by the end of March 2017. Everyone felt this was a low target. LP went on to say that further work would be done to encourage patients to register on line, i.e. alerts popping up on patients records prompting GPs/nurses to ask patients to register on line. Practices will stop telephone prescription ordering apart from housebound patients. Posters will be displayed in Practices to encourage on line registration.

Angela was thanked for her attendance and for a very interesting update on medicines waste.

4. Patient issues

None were raised.

5. Any other business

LP updated members on a number of matters:

- a) An order had been placed for new TVs in both Practices. A TV provides a degree of privacy for patients as well as promoting a range of health issues with patients.
- b) From the 1<sup>st</sup> April 2017 both surgeries will become no smoking areas and patients will start to see signs to this effect.
- c) There will soon be a change in personnel at Perry Park Surgery. Nurse

Shirley Jobbins (SJ) is leaving the Practice and a replacement for her post will be advertised. SJ is an Advanced Nurse Practitioner for 3 sessions per week and a Practice Nurse for the remainder of her role. The Practice will be employing a salaried GP to take up the ANP sessions and Dr Harsha will pick up some of her appointments and for the remainder they will be looking at locum cover.

- d) Drs K J and P S Arora are reducing their days working up to their retirement. Dr Harsha Hathurusinghe will become Senior Partner and Dr Aarthi Ravimohan a Partner.
- e) MN asked if there were any plans to incorporate the Practice into a larger Practice. LP advised that there were no plans to change anything. She went on to say that the NHS has a 5 Year Plan (available to view on NHS England website) to reduce the current 7,500 Practices to 1,500. Single handed Practices particularly are not favored by NHS England, who will be looking for Practices with a minimum of 10,000 patients.

6. Future meetings

It was agreed that meetings would take place quarterly to give the Practice time to look at new developments, seek views and opinions and feedback.

The next meeting will take place on Tuesday 6<sup>th</sup> June 2017 at 6.30pm at Perry Park Surgery.

LP thanked everyone for coming.