

Maple View PPG Meeting Minutes Wednesday 14th December 2016 @ 12.30

Attended: Barbara Gasby, Keith Gasby, John Carter, Desmond Pattinson, Gary Harbun, Emma Morrison, Julia Griffiths (Reception Manager), Judy Langford (Deputy Practice Manager) and Asum Rehman (Practice Pharmacist).

Apologies – Keith Davies

Minutes of last meeting

Were taken as a true representation.

Asum Rehman

Judy introduced Asum, Practice Pharmacist to the group. Asum gave the group a brief description of the services that he provides for the practice including: helping the practice achieve the CCG Medicines Optimisation Programme which involves running audits and making switches to make significant savings on prescribing costs. He also offers telephone appointments to patients with medication queries and deals with general prescribing issues within the practice.

Feedback re painkiller prescribing quantities

This was circulated to all via the minutes of the last meeting. In brief: Most repeat prescription quantities are given in two month supplies but things like Paracetamol are often limited to 100 tablets. If the patient is taking 8 Paracetamol per day this supply only lasts for 12.5 days. A 28 day supply would therefore be 448 tablets. Doctors would not be happy to prescribe such a large quantity of tablets because the potential for harm if taken in overdose is significant. Having hundreds of Paracetamol tablets in the home environment may also pose a significant risk to other family members. There is also the potential for stock-piling due to many patients only taking them when necessary rather than 8 per day. Barbara asked about the difficulties encountered when trying to synchronise medication. Asum replied that he is available for telephone consultations and will always do his best to synchronise medication for patients however, Asum also raised the issue of the pack sizes for certain medications that may come in 28 or 30 day supplies. If the pharmacist is asked to split a pack to synchronise the medication for a patient this carries significant cost implications for the practice and is not supported by the CCG. Certain members of the group questioned the pack sizes being set by manufactures and how this impacts on the decisions taken at practice level. Judy gave the PPG members details of the forthcoming Patient Network Events being held by the Redditch & Bromsgrove CCG so that they could take their views forward.

Bryan Hadley

The group was informed that Bryan is stepping down from his position within the PPG. Bryan has been a valued member since the inception of the group and will be missed. The members all signed a thank you card to Bryan.

Independence Trust

Judy mentioned to the group that the Living Well Service has provided working partnership feedback for the surgery. This will appear in the next edition of the newsletter.

Update for Maple View

Judy informed the group that Dr Upton has now left the practice. A discussion was held regarding the ongoing crisis in general practice of recruiting and retaining GP's. In the New Year Maple View will be having a new female Doctor providing some sessions. Information to follow.

John Carter feedback from PPF

John had attended the recent PPF meeting and informed the group that the following items had been discussed:

Gluten Free Prescribing: Asum informed the group that the practice has audited the Gluten Free prescriptions and changes had been made to the type and quantities that are approved by the CCG for repeat prescribing.

Assisted conception and varicose vein surgery: changes are being made to the criteria for these procedures.

Sustainability and Transformation: the CCG are currently looking at Nationwide ways in which the sustainability of General Practice is being challenged and what can be done to meet those challenges. The group were informed that these topics will be discussed at the forthcoming CCG Patient Participation Network meeting.

Feedback from Friends & Family Cards & Suggestions

Judy relayed the results of the family and friends survey that had been collated from the responses to the Mjog messaging service. An average over 8 months showed that 83% of our patients would recommend the surgery to their family and friends.

Newsletter – Winter Ideas:

Included in the winter newsletter is Costs to the NHS- a breakdown of costs of NHS services from patient encounters.

Suggestions for the next newsletter:

CCG meeting dates and contacts for the Patient Network

Feedback from family and friends test

Article about Asum and how he is able to help patients with medication queries

Ideas for the TV Monitor:

Day in the life of a Doctor.

Number of DNA's

Clarification of the appointment system

Weight Management

Barbara and Keith asked if the Doctors referral to Weight Watchers was still available. Judy informed them that this service is no longer funded however we are able to refer patients to the Live Well, Be Well service at the Abbey Stadium and the group were also given the details from the CCG website for the Worcestershire Healthy Lifestyles Hub which offers weight management advice and access to health trainers.

Next meeting: Wednesday 8th March 2017 at 12.30