

Rainford Health Centre

Patient Participation Group

11th November 2014

Agenda

1. Minutes of the last meeting
2. Ordering medication too early & Electronic Prescribing
3. Family and Friends Test
4. Use of Childrens Clinics and the Acute Visiting Scheme
5. Any Other Business
6. Date and time of next meeting

MINUTES OF THE MEETING HELD ON 11TH NOVEMBER 2014

In attendance: Brian Marten, Sandra Corfe, Jacqui Shaw,
 Bob Singleton, Carol Sanders, Sue Kimberley,
 Lynn Conachey, Patrick Conachey Helen Sansbury
 Dr Ulrich Veltkamp

Apologies: John Rosbotham, Dennis Cowley, Jayne Lloyd,
 June Marten, Richard Jones, Pauline Highton, Keith Gratton
 Linda Burns

1. The minutes of the meeting held on 7th July were agreed as a correct record of events. No matters were outstanding.
2. Helen spoke about a recent practice audit which highlights that 20% of our patients are ordering their medication too early. As well as patient safety concerns (overdosing) and the expense of patients stockpiling, this puts additional pressure on the procedure for processing the prescriptions. It is both time consuming and onerous. The practice would like to restrict ordering medication to one week before the medication is due. Discussion took place. Dr Veltkamp spoke about the financial pressures that the CCG are under and that the prescribing budgets were thought to have scope for making financial saving. It was noted that drug overspends would restrict the amount of finance that would be available for other patient services. The Group made reference to previous discussions about patients leaving the ordering of their medication too late and thought that this scenario may happen again. We agreed to trial the new procedure with a strict 7 day rule in place. The new protocol will be conveyed to patients via the newsletter, posters in the surgery and flyers attached to prescriptions. These will state “ *We will only issue a prescription if they are due within 7 days of the request being made unless a genuine reason is specified why you need the medication early eg. going on holiday. If you order too early your request will be rejected*”. The effectiveness will be reviewed in 6 months time.

3. Helen informed the meeting that we “went live” with electronic prescribing phase 2 today. A brief summary of how this would work was given. One member of the PPG had been informed by a local Pharmacy that registering for this service was necessary to receive medication in future. This statement is completely wrong as the process is optional. Patients can opt in or out at any point in time. Helen will speak with the local pharmacy to ensure that they give a more appropriate message to patients.
4. Helen told the meeting of one of the new GMS Contract obligations, The Family and Friends Test. The FFT tool is a simple question asking if patients were likely to recommend the surgery to their family and friends. There is also a requirement to add at least one further question. The aim of the test is to improve patient outcomes. The PPG were asked to recommend the supplementary question. Three options were given:
 - A If you have answered not likely to the above question, please could you provide a little more detail as to why
 - B In a few words, please can you elaborate on your response and provide the reasons why?
 - C Do You feel that you have been show appropriate dignity and respect while using the practices services?

After discussion and a show of hands it was agreed that B) was considered the best option

Dr Veltkamp told the meeting that he thought this could be used as a performance indicator for GPs in the future.

5. Helen told the meeting that historically GP practices were given additional funding during the winter months to provide additional services to cope with the pressures associated with winter. However, this year the CCG have decided to retain the winter pressures money and provide more central services in the form of Childrens Clinics and a scheme to provide emergency home visits to the elderly. The practice made it clear that although they were unhappy with this decision they felt that they had no choice but to utilise these services. It was emphasised that we would only use them if there was particularly heavy strain on the practice appointment system. Dr Veltkamp spoke about this being the start of practices working together and in the longer term, when there would be an expectation for practices to be open much longer, practices would federate to provide shared services.
6. (i) Any other Business: Jacqui Shaw asked for clarification on which doctors were currently working at the surgery. This was given by Helen

(ii) Bob Singleton asked when the signage would be updated. Helen explained that the practice was awaiting formal approval from the CQC to accept Dr Veltkamp as a Partner. The CQC undertake stringent checks on GPs taking over partnerships and these sometimes take a little time to complete. As soon as Dr Veltkamp is accepted by the CQC the signage will be updated.
7. Date and time of next meeting: Wednesday 11th February 2015