

## SWAN PRACTICE PPG

### MINUTES OF THE MEETING HELD ON

TUESDAY 19<sup>th</sup> June 7.30pm

The Centre, Verney Close, Buckingham (Old Red Cross Centre)

1	Welcome & Introductions	GDJ	Graeme welcomed everyone to the meeting and as there were new members no introductions were necessary
2	New Members & Apologies	GDJ	Apologies: Robert Secret, Pam Pitchforth, Margaret Place, Fiona Walker, Patricia Mason, Els Otten
3	Minutes of the previous meeting	All	The minutes of the meeting were read and agreed but with the following amendment: Els Otten had noted that there was an omission in the previous minutes when she had asked what do patients do who work full time and cannot contact the practice at 8 am to get an appointment? That there should be some other way for such people. No immediate answer was provided but Els wanted the point to be recorded.
4	Agree dates for next meeting	All	Dates for the next meeting were discussed and are listed at the end of the minutes. Graeme asked Debbie to suggest some dates and to book the room at The Red Cross building as usual. Debbie proposed a new time for the meetings from September and it was agreed by a show of hands that the meetings should start at 7pm and aim to finish by 8.30pm. The vast majority agreed and so the proposal was passed.
5	Medicines waste campaign OTC products and prescribing	Emma Hughes	Emma gave a presentation about a new medicine waste campaign. Emma is working with a group across the Aylesbury Vale to try and improve the amount of waste medicine. £300 million of medicine is wasted every year. Often pharmacies renew all medicines on repeat

		<p>prescription whether they are needed or not. Some pharmacists try to get patients to take unwanted medicines. A picture was shown to us all with a collection of medicines which didn't look much but actually amounted to £249. This medicine cannot go back onto the shelves, as it has left the building. Unwanted medicine can no longer be sent overseas. It is generally the elderly and the house band who just take delivery of their repeat prescriptions who do not challenge the over ordering. When elderly people move out of their homes for one reason or another, very often, there is a large supply of unused medicines found that can only be disposed of. The Group is trying to work out if there could be an easy way to train patients to just order what they need, rather than just take everything every time their prescription is repeated. There has recently been a national consultation about over-the-counter medicines being increased rather than having items such as gluten-free food, hayfever medication etc being provided on prescription. The CGC has advised all doctors to stop prescribing such things as hayfever medication to adults. Stephen Long said he had strong views on the subject and this should be elevated to a higher priority. Graeme said he had once gone to a pharmacy to collect some medication and was told he had to buy it over the counter. He objected to the way he was spoken to. It was agreed that dispensers needed to be trained to tell patients politely that they now need to buy such medication rather than having it on prescription. Becky said it was for the Secretary of State for Health to elevate this situation but that doctors were getting nowhere with this and no guidance was forthcoming. She told us that within GB, doctors would be in breach of contract if they were to refuse to prescribe such medication; it is illegal to tell people they can't have it. Joe asked if you had to provide any ID when picking up medication and the answer is no you don't but now all prescriptions are recorded electronically and the information is sent to Newcastle so it is monitored in that way. Graeme asked if the PPG could do anything to help and the doctors said that we needed to</p>
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			spread the word. Such things as anti-histamines are much cheaper over the counter than on prescription.
6	"Information about Swan Practice - where do you get yours? What could we do better?"		Dr Alison Banks wanted to know where we would look to get information about the practice; would we look on Facebook or the website or word of mouth. Everybody agreed that it was probably all of those things Alison said that the practice now has over 29,000 patients and how do you get messages to everyone, postage was now too expensive. A discussion took place and Gail asked what percentage of patients use emails and the answer was not an awful lot. Stephen asked how often the practice needed to communicate with patients. Dr Banks answered probably not that frequently but when they did want to they were really stumped. Such things would be advertising flu clinics or doctors leaving the practice etc. Hilary suggested an NHS version of Parent Mail which would send emails out automatically to all patients as it did to all parents at school but Barbara Smith came up with the idea of just sending out a text message to say there is a news item or something you need to know about and then to place the actual message on the surgery website all the JX boards or the Mjog system which sends text reminders; they could also be used. Stephen congratulated the practice on their communication and felt that they did it very well. Becky admitted that they had stopped accessing Buckingham Matters because it caused a tremendous amount of upset amongst the staff and lots of sleepless nights.
7	Patient Access update	EH/DR	The Patient Access update caused enormous issues and initially hadn't worked very successfully but Patient Access has a very good support page. The problem at the time was that none of the practices knew what was going on and so they were unaware that an update was due to take place. Issues such as the fact that you couldn't nominate the practice as a dispensary seem to cause some problems but this all seems to have settled down now. Carol pointed out that her Patient Access doesn't remember her and a lot of us agreed. It was suggested

			<p>that she phone the IT people at that at the practice and they would see if they could help her. Debbie said this practice has one of the highest usages of Patient Access and Patient Access does reduce a lot of queries and appointments on the phone so it reduces traffic over time; the messaging facility apparently is very well used. Debbie will bring Patient Access stats to the next meeting.</p>
8	<p>Practice update</p> <ul style="list-style-type: none"> <li>• Clinical team</li> <li>• Reception team</li> <li>• Admin team</li> <li>• IT team</li> <li>• Dispensary team</li> </ul>	Dr Alison Banks	<p>Clinical team: There have been several sets of interviews and three doctors have been recruited. Dt Mistry is in the process of recruiting other practitioners and it has all gone well. In the light of SDS the practice is readjusting the balance of practitioners. The new doctors are:</p> <p>Dr Danny Francis Dr Beth Kruse Dr Caroline McPherson</p> <p>A new clinical pharmacist, Satinda Bandhal, will be joining in September, she is very highly qualified and is in fact a consultant pharmacist and will be working for two days a week. She will bring a lot of expertise to the dispensary.</p> <p>There is a new research nurse starting in July with the Federation of GPs to include Wing and Wilmslow. She will be writing to you in due course about research studies and asking for your participation.</p> <p>Reception Team: Julie stated that Megan had left. Three weeks ago a lady called Sandy was recruited. There are three vacancies in reception so everyone is trying to cover and obviously there is a lot of pressure. Interviews took place today tomorrow. Please advertise the roles to anybody you think may be interested.</p>

			<p>Admin Team There were no admin changes to report.</p> <p>IT Team IT has two new starters.</p> <p>Dispensary Team Emma returns to the dispensary in September from her maternity leave.</p>
9	Thank you and best wishes to Becky	ALL	Graeme thanked Becky for her commitment to the PPG and thanked both her and Jonathan for their many years of service at the practice.
10	Any Other Business	ALL	There was no other business and the meeting closed followed by a small party to wish Becky on her way.
11	Date of next meeting	ALL	<p>The dates of the next meetings for the forthcoming year will be:</p> <p>25 September 21 November 22 January 20 March 14 May</p>

Present: Eileen Turner, Lynn Mazillius, Steve Long, Alison Banks, Sarah North, Julie Anderson, Graeme Johnston, Carol Penny, Gail Daffurn, Sandra Drew, Margaret Dean, Pamela Mears, Mike Vince, Sophie Rudolf, Christine Strain-Clark, Barbara Smith, Joe Smith, Debbie Ratu, Emma Hughes, Hilary Osgerby, Becky Pryse.