

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING 11TH FEBRUARY 2019

PRESENT : Deborah Hollings, Practice Manager, Dr Carrigan, Angela Sykes, Reception Manager and 7 members of the PPG.

PRESCRIBING NATIONAL CHANGES

There has been changes to prescribing practice, especially items that coeliac patients are allowed to have on prescription. Bread and flour are the only items allowed on prescription now and any other products that a patient requires can be bought by patients from supermarkets. Patients are no longer being prescribed medication that is available over the counter for many common conditions. Paracetamol is an example of this although there are still exceptions where patients can be prescribed it on prescription for chronic pain at the discretion of the GP. SS expressed concern that families on low incomes may not be able to afford to buy medication over the counter. Debby informed the PPG regarding the Pharmacy First Service where patients can get medication free for certain conditions from the Pharmacy.

ONLINE SERVICES

Not many of the PPG members use the online service as many live very local and just pop into the surgery for anything they require. DM commented that the on-line service is a lot easier to use than previously. WA felt the updated surgery website was not as easy to navigate for the first time but he now finds it easier to navigate as he has used it a few times.

On-Line Services are going to be actively promoted at the surgery and new patients are already being encouraged to use it where possible. In the future patients will no longer be able to order prescriptions on the phone unless the prescription is urgent or the patients are housebound, or registered disabled or vulnerable etc. SS suggested a message should be added to the telephone message promoting on-line booking for prescriptions and appointments and encouraging patients to register for the service.

The ordering of prescriptions by telephone is going to be phased out in the future for safety reasons and for workload. Patients will be given at least 3 months' notice of this happening. WA commented that he had tried to order a prescription early online and been refused. Debby suggested he put in the custom request box the reason he wanted it early and he would be more likely to have his request granted. DM commented that when she books an appointment on-line and puts the reason in why she is attending the doctor does not read it. ACTION Debby to discuss with doctors

DM also commented that she could not always get repeat medication when she had ordered on-line Dr Carrigan explained this is because the medication will have been acute medication and needs review. The PPG felt patients may not be confident with using on-line services. ACTION – Reception to be pro-active regarding on-line services and to help patients if needed.

CCSP (COLLABERATIVE CARE AND SUPPORT PLANNING

CCSP has been introduced at the surgery for patients to be encouraged to take ownership of their chronic diseases. Patients are sent a copy of the results from their last review and are asked to bring with them to their appointment. Further tests are done at the second appointment with the nurse and following these results an appointment with the GP is arranged if appropriate. Copies of the letters that are sent out to patients were given to the PPG members and they all felt the new system was a very good idea.

HEALTH EDUCATION SCREEN

There is a Health Education Screen in the Reception at the surgery. General health information is on the screen and information regarding on-line ordering is on the screen.

URGENT TREATMENT CENTRES

Leeds CCG are opening some urgent treatment centres in the future and have produced a booklet for patients to read and it included a survey to complete. A copy was given to all the members of the PPG.

6 MONTH SUPPLY OF PRESCRIPTIONS

SS enquired whether it was possible to receive 6 months supply of medication at a time in order to save money for the NHS. Dr Carrigan explained that only 2 months were supplied at a time for safety.

COMPLIMENTS AND COMPLAINTS

Copies of comments from friends and family were discussed. Most of the comments were positive and very few were negative. All the members felt the surgery was a very good surgery and offered a very good service to patients.

SIGNPOSTING

Signposting was discussed. At the moment reception are asking patients why they are attending and adding a message to the appointment.

It is only being undertaken in a small way. A new signposting template has been added to system 1 and receptionists and doctors will be more actively using signposting in the future.