

RIVERSIDE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of Meeting held Thursday 9 November 2017 at the Surgery

Attendees

REMOVED DUE TO BEING AVAILABLE FOR PUBLIC VIEWING

Apologies

REMOVED DUE TO BEING AVAILABLE FOR PUBLIC VIEWING

1. **Chair** The Chair welcomed MP and SP and new member, CT, to the meeting. A brief update on members who were not present (due to ill health) was given and best wishes offered to all by the Chair on behalf of the Group.
2. **Minutes of Last Meeting**
 - a. *Dr Lovett* A gift voucher from Dave Mellor's Cycles and will be presented to Dr Lovett in due course.
 - b. *Ear syringing, appointments and other recent changes implemented by the Practice* The Group again expressed its dissatisfaction with the lack of communication and liaison from the Practice and its dismay at the difficulties currently being experienced with accessing appointments, the increased usage of telephone triage vs face to face contacts and the withdrawal of an ear syringing service.
With regard to the withdrawal of the ear syringing service, VD read out a statement provided by Practice Manager, for the meeting which confirmed that the Practice, along with other practices, is no longer able to continue to provide unfunded services that are currently offered. Work to review the different types of work and how this should be funded in the future is ongoing with the CCG.
One of the services the Partners took a pragmatic decision to cease is ear irrigation and any patient requesting this service will be advised regarding self-care and given an information and leaflet. The CCG are aware of this decision and it is understood that other practices are making similar decisions. The Practice cannot continue to provide these services without provision of funding and resources.
The Group is encouraged to contact the CCG to raise any concerns it may have.
The Group agreed that a smaller group of members should meet to discuss the formulation of a letter to appropriate agencies – including the CCG and NHS England.
3. **Bank Account** It was agreed that the Chair and Treasurer should open a new account with the Natwest bank on behalf of the Group. This account is a business account for clubs, charities etc with 2 signatories required; both signatures would be required for all transactions. It was confirmed that the name of the account will be Riverside Patient Participation Group.
4. **Prescription Ordering Direct (POD)** Sue Midwood, Indi Kaur and Jane Ibbs from the Medicines Optimisation Team at the CCG explained how POD works. (See *Appendix A*). It is hoped that this service will reduce inappropriate ordering and dispensing of medicines and therefore significantly reduce drug costs to the CCG. The Practice is due to go live with the service on Monday 4 December and the Group agreed that it would be an appropriate time to review the service and give feedback to the Medicines Optimisation Team at its first meeting of 2018 (8 February 2018).

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5. **Guest Speaker** Roy Broad, a volunteer rider with the Shropshire and Staffordshire Blood Bikes, gave an interesting and informative account of the services provided by the charity. SSBB is an Emergency Volunteer Service providing urgent transportation of blood and life-saving medical supplies in the support of the NHS. It operates 24/7 on an all year-round basis and depends on charitable donations for funding, saving the NHS thousands of pounds per year.
6. **Value Based Commissioning/Future Fit/Practice Changes** DP raised several issues relating to the impending and proposed changes to the provision of health and social care in general. Concern was again expressed regarding the impact of the loss of services such as ear syringing on the frail members of the population and attention was drawn to a recent publication about this - <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5644033/#!po=8.11966>
References were made to various sources and these include:
<http://www.audit-scotland.gov.uk/report/changing-models-of-health-and-social-care>
DP explained that the proposals for changes – including Future Fit – were likely to have a huge impact on existing healthcare services and, in particular, Primary Care.
7. **Communications** Concern was expressed about the communication of information and feedback from members – particularly following meetings. VD asserted that all relevant information was passed on to the Practice at every opportunity. The Group again asserted that they felt it important that a GP and Practice Nurse should attend their meetings regularly.
8. **Practice Update** Dr Siddharth Patel will be joining the Practice as a Partner on 20 November, Dr Leonie Bailey joins the Practice as an Associate (Salaried GP) on 8 January 2018 and Dr Joanne Gill leaves at the end of November but will continue to work as a locum until January 2018.
9. **What Happens When You are Referred by Your GP to See a Specialist** VD advised all regarding this leaflet which will be available to all patients who are being referred by a GP. It explains the process from why a referral is being made, how to expect notification of the appointment, what happens if any tests or investigations are required, what happens if new medicines are required or time off work is needed and also what if the patient needs to be followed up.
10. **Christmas Meal** This will be at the Four Crosses Inn, Holyhead Road, Bicton SY3 8EF on Monday 4 December, 7.00 for 7.30pm. The Menu is at Appendix B. All confirmations and menu choices to be sent to MJ by Monday 20 November
11. **Date of Next Meeting** Thursday 8 February 2018, 7.00pm at the Surgery.

What is the POD?

- * Call centre model for patients to order repeat prescriptions
- * One telephone number – 01743 277733
- * Operates 9am-5pm Monday to Friday
- * Practices involved to date
 - * Severn Fields Medical Practice (5th June)
 - * Cambrian Medical Practice (31st July)
 - * Bridgnorth Medical Practice (25th September)

Additional information

- * POD staff have access to EMIS
 - * EMIS switcher in use
- * Equality impact assessment
- * Privacy impact assessment
- * Data processing agreement
- * MOU
- * IG compliant

Why has it been introduced

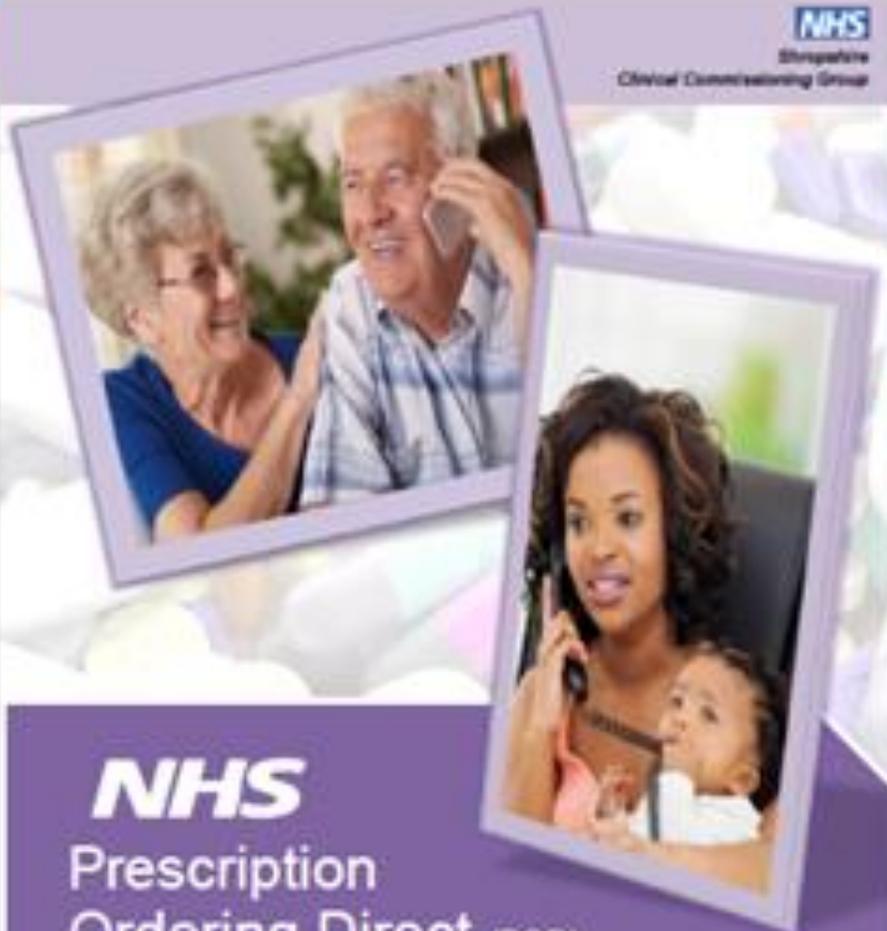
- * Quality, Innovation, Productivity & Prevention (QIPP)
- * Model already in operation in other CCGs
 - * Improved quality
 - * Reduced costs
- * Stop pharmacies ordering repeats on behalf of patients ('managed repeats')

Benefits for patients

- * Empowerment (greater control over their own care)
- * Assessment of the patient's actual need for a repeat supply of their medicines
- * Highlight medication adherence issues – under and overuse
- * Promotion of medication review
- * Improved access and dedicated time to discuss medicines
- * Enhanced safety – reduction in hoarding, highlighting safety concerns etc.

NHS

Strategic
Clinical Commissioning Group



NHS
Prescription
Ordering Direct (POD)

A new and convenient way to order your repeat
prescription

Cambrian Medical Centre

Tel: 01743 277733
Call Monday to Friday between 9am to 5pm

The NHS Prescription Ordering Direct (POD) service is the easy way for you to order your repeat prescription.

All it takes is a simple phone call which you can make from the comfort of your own home – there's no need to go into your GP practice or pharmacy.

You'll speak to a call handler who will be able to discuss your prescription needs. This means you will only order the medication that you need, when you need it. This will help the NHS save money on wasted medicines which can then be used to provide other important services.

If you have difficulty using a telephone please speak to your GP practice to make alternative arrangements.

Why use this new service?

Ordering your repeat prescription will be a quick and simple telephone call. You will be speaking to a dedicated person who will have time to answer your prescription queries. We will ask what medication you need and are able to alert you if medicines review is needed.

Who will you be talking to?

The POD will be staffed by dedicated, experienced and fully trained prescription clerks and clinical members of the Medicines Optimisation team at the Chropshire Clinical Commissioning Group. They will have access to all your repeat prescription records and immediate access to your GP practice should the need arise. This is all private and confidential and your personal information is secure.

Why are we offering this new service?

Our aim is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner, to reduce the amount of prescription waste in our area.

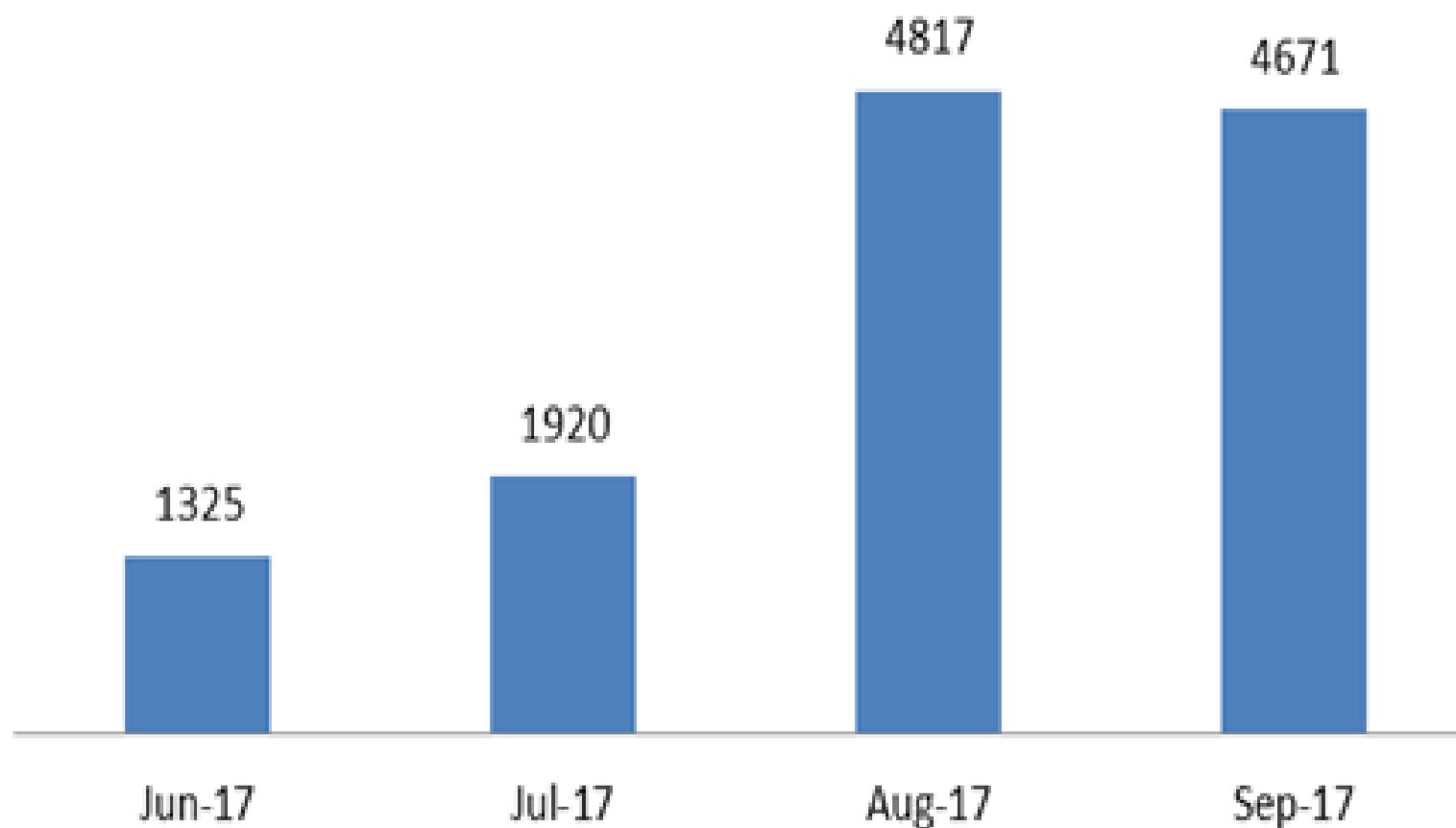
We will ask you how you are getting on with your medication and will be able to alert you if a medicine review is needed. Unused prescription medicines are likely to cost the NHS over £1 million every year in Chropshire alone.

Already use a pharmacy to order your repeat medication?

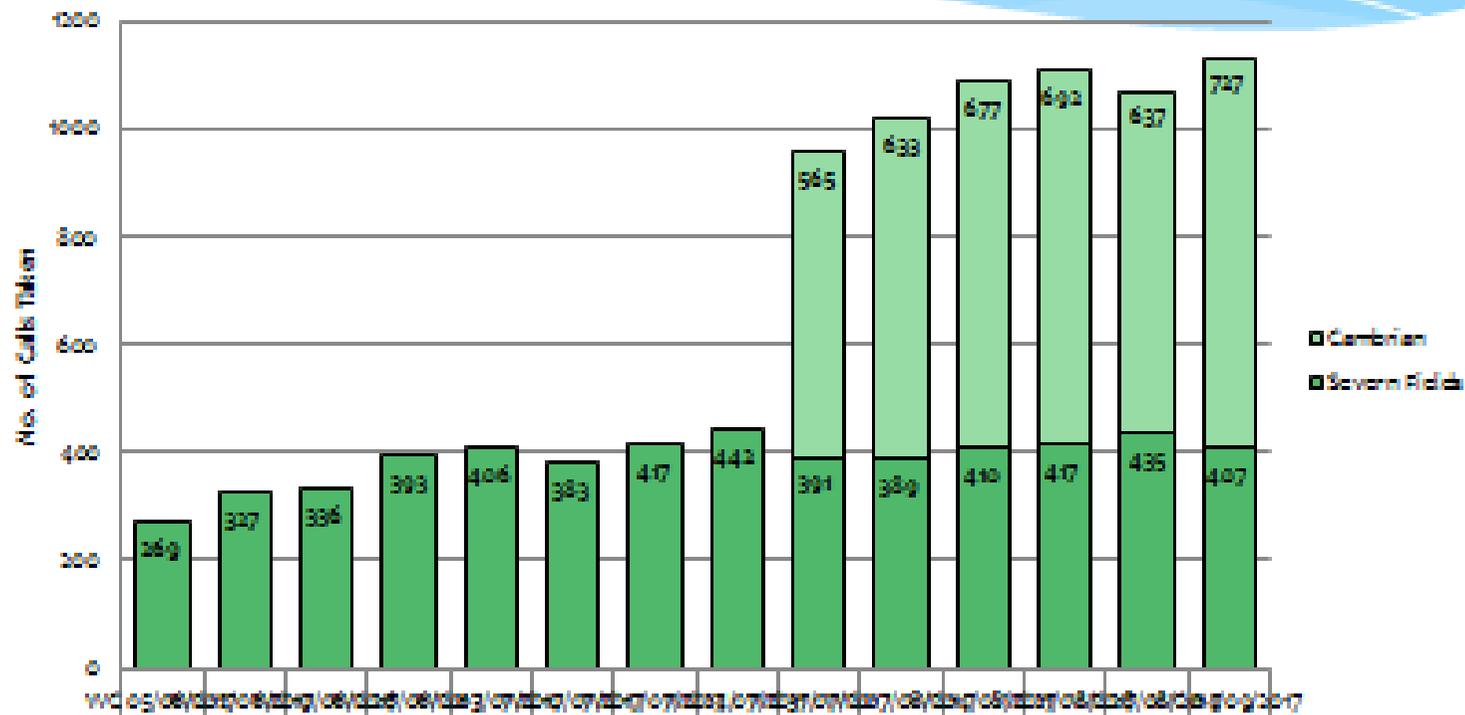
You will no longer need your pharmacy to reorder your medicines. The prescription can still be dispensed and delivered by them. Your existing agreement with the pharmacy will need to be amended if they currently order prescriptions on your behalf but this can be organised for you by the POD. If you have a current arrangement with a pharmacy to deliver your prescription then this will still continue. Once you have made the telephone call your prescription will be sent to your usual GP and will then be available at your nominated pharmacy 48 hours after authorisation.

Call NHS Prescription
Ordering Direct (POD) on
01743 277733
between 9am to 5pm Mon-Fri

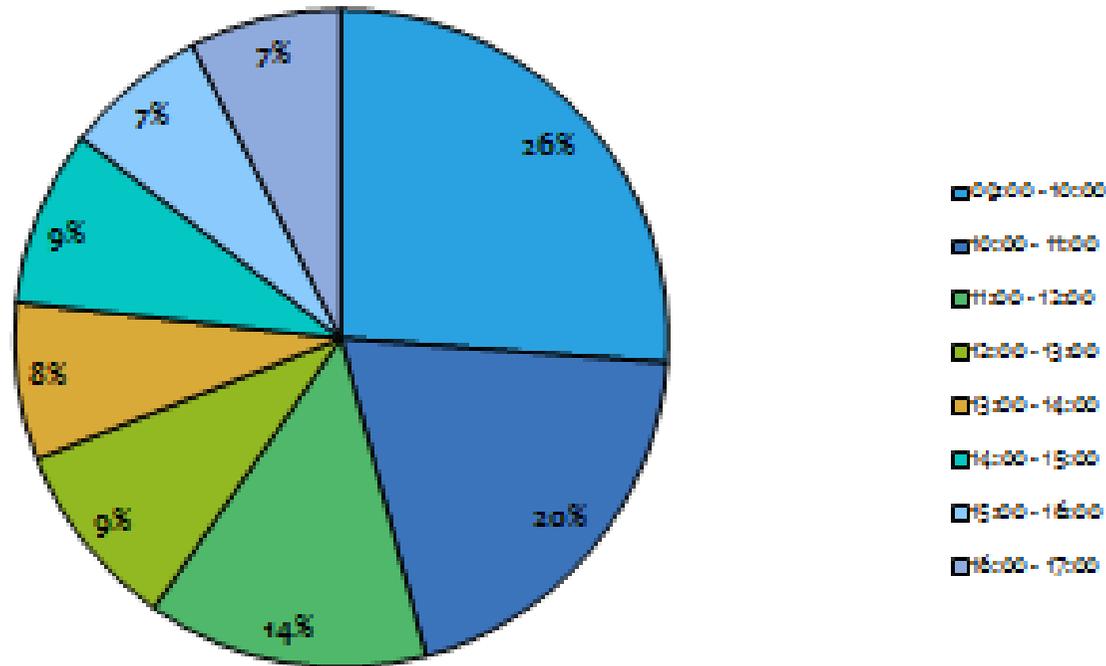
POD - Number of Patients calls taken



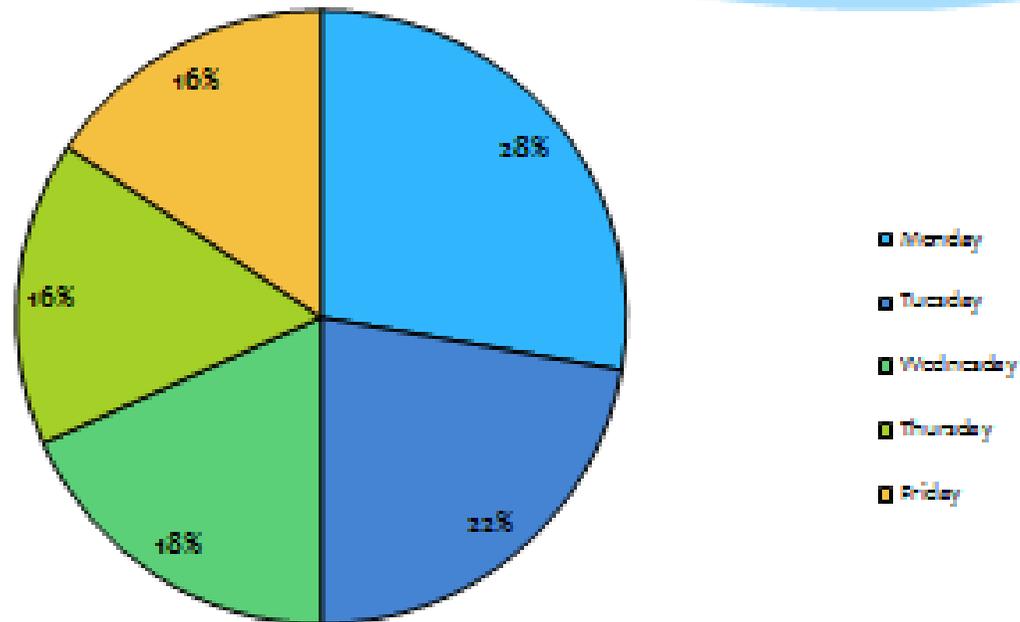
Total Calls Per Week



Call Percentage by Hour



Call Percentage by Day





Starters

- Soup Of The Day £4.95**
Homemade soup of the day served with Ciabatta
- Chicken Goujons £4.95**
Battered chicken goujons with a sracha mayo
- Grilled Halloumi Salad £5.50**
Grilled halloumi served on a bed of mixed leaves with onions & peppers
- Mixed Pepper & Tomato Bruschetta £5.50**
Served on a thin ciabatta with a blend of 3 cheese
- Mackerel Pate £5.50**
Homemade mackerel pate served with toasted ciabatta
- Deep Fried Calamari Rings £5.95**
Served with mixed salad leaves & garlic mayo
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Main Courses

- Beef Burger & Chips £11**
Served in a Bun with Lettuce, Tomato, Gherkin and your choice of Blue Cheese or Cheddar
- Cajun Chicken Burger & Chips £10.50**
Marinated Chicken Breast, served in a bun with lettuce, tomato and coleslaw
- Grilled Halloumi Burger & Sweet Potato Fries £10.50**
Served in a bun with lettuce, tomato, gherkin and a tomato puree
- Rump Steak £13**
Cooked to your liking and Served with fried mushrooms, tomato, and chips
Choose a sauce £2
Peppercorn, Blue cheese or Diane Sauce
- Chicken Caesar Salad £9.95**
Chicken breast, Garlic & Herb Croutons, Bacon, shredded Lettuce Topped with Caesar Dressing
- Beer Battered Haddock & Chips £9.95**
Served with homemade mushy peas, lemon wedge & tartare sauce
- Gammon Steak & Chips £9.95**
Served with 2 Fried Eggs.
- Sausages & Mash £9.95**
Served with gravy and caramelised red onion
- Salmon Fillet & New Potatoes £12**
Served with our Veg of the day and a lemon samphire crème fraiche
- Vegetarian Lasagne £9.95**
Homemade Lasagne with Spinach & Mascarpone served with ciabatta
- Mushroom & White Wine Pasta £9.95**
Tortellini pasta served with garlic ciabatta
- Two Cheese Omelette £8.95**
Cheddar & Parnesan omelette served with chips and mixed salad leaves
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If you would like to add the salad bar to any part of your meal please ask your server £1.95 supplement

