

## Woodlands Patients Voice Meeting Minutes

Wednesday 18<sup>th</sup> July 2018

**Present :** Mick, Bob, David, Val, Kay , Sylvia, Anne, Mary, Janet, Michael (PPG Members)  
Patricia Brown (Practice Admin representative and PPG Secretary)

**Apologies :** Ellora Das (GP), Fiona, Jean and Joanne

### 1. Welcome and Apologies.

In the absence of a chair, Trish, as secretary, welcomed the group. Apologies were recorded.

### 2. Minutes 16<sup>th</sup> May

Approved.

### 3. Matters Arising

#### a) Walking for Health

More interest has been shown in the buggy walks, with 8 or 9 names now on the list. Keith from Walking for Health has been contacted to see how to progress this. Not sure if there are buggy walks already in the area under Keith's supervision, but happy enough for it be advertised more widely to other practices. To await Keith's response.

#### c) Governors visit from SFHT

Val contacted the new governor for Ashfield about attending a future WPV Meeting. To provide her with a list of meeting dates to arrange. The group will need to prepare some questions/patient experience stories for her attendance.

#### d) Building extension

Pleased to report that things are finally progressing. There is a pre-commencement meeting on 27<sup>th</sup> July, with a build start date of either 6<sup>th</sup> or 13<sup>th</sup> August with a completion date towards the end of November. Once the practice has clear information from the meeting, a letter will go out to immediate neighbours and down Woodlands Way, who may be affected by works traffic. The builders will be allocated a specific area for their base in the car park behind The Retreat and Manor Pharmacy to limit the impact on the site car park. The practice will have a dedicated information corner within the waiting area to keep patients updated and will include information on the media board and on the practice website.

#### e) NHS70

Val has included a poster campaign within the waiting area.

#### f) Request for support for the homeless

Trish had contacted Roundwood surgery who provide a service to the homeless in Mansfield to see how they overcame issues of prescribing and indemnity cover for this group of (unregistered) patients. A HCA attends St Johns' Church once a week, late morning to coincide with the homeless attending for a hot meal. Any patients that she feels need more clinical experience, she sends to the surgery (200 yards away) where a dedicated PN or GP will deal with the patient. The patients are registered at Roundwood, citing the homeless shelter or halfway house address as the place of residence. This overcomes any issues with prescribing and indemnity cover. The situation will be discussed at the next management meeting. Concern has been expressed around the distance between the practice and the food bank, so what works particularly well in Mansfield may not be as easy to achieve.

#### **4. PPG Networking events resources**

Raft of information available from the last networking event – copies of the resource pack were circulated and discussed. All encouraged to read through and feedback for the next meeting agenda. Discussed whether we can adapt the "Join the PPG" leaflet for practice use. Val to check with Sarah at Ashfield Voluntary Action (AVA) on Friday as they have been tasked to provide support for PPGs in Mansfield and Ashfield. Agreed to invite Sarah to attend the planning meeting to see if there is anything we are missing.

#### **5. Citizens Reference Panel - feedback**

Now known as the Patient and Public Engagement Committee (PPEC). There has been a recent meeting and a second one due on Tuesday but not a lot to report. Friends and Family - under GDPR practices cannot use that for feedback. There was also a presentation by the director of commissioning around commissioning intentions.

Mansfield and Ashfield PPG Chairs Meeting last week – concern from some PPGs re engagement from practices. Discussion around GP Extended Access for Sundays and Bank Holidays – has been out to tender for when NEMS' (OOHs contract provider) current contract for this ends. No local appetite from patients for Sunday and Bank Holiday cover so questioned why. Lots of DNAs reported for evening and Saturday GP Extended Access too, but GP Extended Access as a whole is a NHSE /government directive, so it's a must do. Trish confirmed that Forest Medical Practice in Mansfield are providing the service for Mansfield and Ashfield/Newark and Sherwood. Val has spoken to Mark Yates at MACCG – about securing a better evaluation of the service locally – at least then we can advise patients of the local picture and that we are not ignoring their views. General discussion about where the health service is going.

Val reports a Public and Patient involvement bursary is available to support one stop shops/new groups etc. For consideration/ for the practice to apply.

## **6. Practice Update**

In addition to the building update, the practice will have a rotation of two new GP Registrars starting 1<sup>st</sup> August – the existing four GPRs leave on 31<sup>st</sup> July, so will experience a bit of a dip in clinical resources. Infection Control audit by the MACCG team is being arranged – will share results with the group.

## **7. Dementia Friends**

Reminder - Awareness event for PPG members and practice staff Friday 20<sup>th</sup> July 1-2pm here at Woodlands.

## **8. Self-Care Event**

There was a brief focus group meeting earlier today to get things moving. Agreed on a date of Saturday 29<sup>th</sup> September between 10 and 11.30am (but will need staffing 9am to 12 noon). Val has an agreed list of potential stall holders including Citizen's Advice Bureau (CAB); Ashfield Voluntary Action (AVA) - including their Lifestyle and Step by Step programmes; DESMOND - diabetes management education programme; Pharmacy First - Ken from next door ?; Smoking cessation; Dementia Friends; Pathways and Age UK for signposting for support and PPG promotion. The group were asked to submit any further suggestions for chronic diseases/organisations they would like including. Val will liaise with Sarah from AVA for contact details/more suggestions. Kay suggested Framework's Brighter Futures programme - supporting patients with mental health, autism, learning disabilities.

Discussed whether the event should be called self-care or self-help. The group opted for Self Help.

The focus group have arranged to meet again on Tuesday 7<sup>th</sup> August to follow up on arrangements.

Plan to display posters once the list of participants is agreed, but can run a "save the date" campaign in the meantime. Ann happy to display a poster. Bob will approach Tesco and Coop with posters and canvass for a fruit basket donation as a free raffle prize for those attending on the day.

## **9. General Data Protection Regulation**

Implemented with effect from 25<sup>th</sup> May 2018. How the practice has always managed patient data under the old Data Protection Act, ensures that we meet the GDPR standards for the safeguarding of data. However, informing patients and staff of why and how we collect, use and store data in leaflet and privacy notice formats, has been labour intensive. Preparing information for patients

and companies under a Subject Access Request is hard work, time consuming and quite an expense to the practice that we are then not allowed to charge for. The practice also has to stand the special delivery postage costs. Unhappy with this situation (as dictated by the Information Commissioner) – it does not sit comfortably that nhs funds/public money is being used in this way for what in some circumstances is what amounts to private work.

The practice needs to issue a privacy notice for PPG members to clarify why we might need their personal data. This will also require WPV member consent – the notice is under development and will be circulated shortly.

## **10. Any Other Business**

i) Celebrating Success in General Practice awards now open for nominations. Open to suggestions.

ii) Recruitment of Lay Members to NHS England panels - Trish had received job descriptions/ application forms if anyone is interested, but made aware of the large geographical area these posts would cover. Val reviewing information.

iii) Thanks to Trish - for her support on keeping the group moving in the absence of a chair. Appreciate the difficulties in running the meeting whilst trying to keep notes.....

iv) List of meeting dates - Trish agreed to provide a list of future meeting dates in the meeting minutes, all 5.30pm to 7pm :-

12<sup>th</sup> September 18; 13<sup>th</sup> November 18; 9<sup>th</sup> January 19; 13<sup>th</sup> March 19; 8<sup>th</sup> May 19 (and AGM)

### **Speaker - Janita Nixon - Pharmacy Technician for MACCG**

Janita supports Woodlands with prescribing issues and audit and came to discuss Electronic Prescription Services (EPS) and Electronic Repeat Dispensing (ERD) with the group to determine what support the PPG could give to the practice to promote these services.

Janita explained that the Electronic Prescription Services (EPS) has been available since 2005 and the plan is for all prescriptions to be issued electronically by 2020. It can be a very quick process. The patient arranges with their preferred pharmacy to sign up to the EPS scheme. Some work is being done with the local community pharmacies asking them to promote the services too. Not all prescriptions can be sent electronically at the moment, for example controlled drugs and some drugs cannot be “mapped” so the details are not recognised by the system and so will be blocked. Work is ongoing and hopefully by late winter this will be resolved and all items will be allowed to go along this route.

For ERD – where the GP agrees, the patient can receive a batch of repeat prescriptions for either 6 or 12 month’s supply - whatever the GP feels appropriate. The prescription will then sit on the spine for patients to collect from the pharmacy every month. The GP and patient will agree whether this method suits the patient circumstances and having met a list of qualifying criteria, the

first prescription is activated and then the subsequent prescriptions will be ready for the pharmacy to download, process and have ready for collection at the pharmacist 21 days after the first prescription was dispensed. The patient does not have to order every month – just attend the pharmacy to collect. Suitable patients for this service will be on stable medication, with long term conditions, on multiple therapies and who can appropriately self-manage seasonal conditions. They will also have had no change to their medications in the last six months, will not currently be under hospital care or been referred to the hospital. The Pharmacy also has four standard questions to check with the patient at every collection, to ensure that the prescription is still valid, appropriate and safe to dispense.

Group members asked how they could be set up for this service. Janita discussed how patients are being recruited. She reported that in order to get the scheme up and running, she was supporting the practice by looking at patients on less than four meds, who must be stable and where medications aren't changing. The GPs are also recruiting suitable patients at annual medication review. This ensures they can check all is well, perform any monitoring blood tests, discuss the options with the patient and gain their consent. This is also keeping the numbers manageable at the initial point of first ERD issue and also again in six months' time when the next batch issue is due.

It is hoped that moving patients to ERD will cut back on medicines waste. Investigation of a pharmacy order recently revealed the patient did not order all items that the pharmacy had requested and the patient returned some things they were not using to the practice - over a thousand pounds worth of medications had been wasted.

Janita has a meeting arranged with the practice prescription team in August - they need to understand the process and agree this with the GPs.

In terms of the PPG supporting the practice in this, they feel the clinical reviews will promote this in itself at the right pace, fearing overloading the GPs by more aggressive promotion. Some practices are doing self-help events to support patients to navigate around on line services which might be something for the PPG to consider.

#### **Post Meeting :**

Thanks to David who, following discussions after the meeting, kindly agreed to act as meeting Chair. He will pull together the agenda and run the meetings and Val and Bob have agreed to assist him in managing other aspects of the role (such as organising speakers/liasing with other groups/attending network meetings).

**Next Meeting - Wednesday 12<sup>th</sup> September 2018 5.30pm to 7pm**