THE VILLAGE SURGERY

PATIENT PARTICIPATION GROUP MEETING Held 22 May 2017 at 6pm

Attendees: Eric Shone – Chairperson Sylvia Davis

Gerry Grant (Part)

Graham Davis

Christine Payne

Leo Clare

Paul Swinhoe

Lesley Durose

Jacquie Evans – Minutes

<u>Guest Speaker – Tania Cork, Executive Officer of the Local Pharmacies Committee</u>
Eric welcomed the attendees from the Biddulph, Higherland, Keele, Silverdale/Ryecroft and other Localities within North Staffordshire who then passed over to Leo to introduce Tania Cork.

Tania introduced herself and her role and that it was to be a "Question and Answer type of Session" and she then asked the Group for any issues or questions they may have.

Questions asked by the Guest attendees regarding Pharmacies using GPs in their advertising! Tania explained that some were very good at staying within the law, though some had been fined for using data from GPs. There was a great deal of discussion on this and very disgruntled patients from other Practices regarding the tactics used.

Tania said she would confirm the 'legal requirements' on whether it was possible for the PPG to put a notice or poster up within the surgeries as GPs definitely could not comment about which Pharmacies are the best to use. Tania said however that it was possible to put something on the PPG websites or in the Newsletter. She also suggested that patients try to keep to a particular pharmacy especially long-term patients.

There were also complaints against some of the Ex-Co-operative Chemists now 'Well Chemists' in that items were not always available even though the 'Electronic Prescriptions' were sent 2-days earlier but no action was taken until you went into collect them.

Tania said there were problems with patients not collecting their prescriptions and that it was intended to do as the Doctors do presently i.e. a wait of 48-hours before collection. That originally 'bagging' the Prescription items was causing storage/space problems for smaller pharmacies so a better idea was to put them in alphabetical order then action them when the patient arrives to collect.

Tania also said there was a lot of pressure on pharmacies and for some which had as many as 200 a day backlog there was a back-log of at least 3-days for the prescriptions to be made up but that she does expect things to rectify themselves eventually but that it would take time.

Leo raised the issue that was mentioned in the NAPP E-Bulletin regarding the initial focus on 10-low value medicines i.e. Paracetamols over the counter rather than being part of your prescription thus saving the NHS Money by saving on Doctor's time,

Receptionist time and that possible new legislation may be bought in to increase the amount you can purchase over the counter. Leo asked if Tania knew what the 10-medicines and she said no except that they were 'low value'.

Leo asked Tania to explain the levels of training required for pharmacy staff.

- (1) <u>Medicines Counter Assistant</u> In-house with products, taught to ask why you are buying them etc. Various teaching modules
- (2) Pharmacy Assistant NVQ 2 1-year; 1-day a week training at College, not allowed to put an order away
- (3) <u>Pharmacy Technician</u> NVQ 3 2-years, 1-day a week and City Guilds or BTEC registered with Pharmaceutical
- (4) Accuracy Checking Technician 1,000 prescriptions without any mistakes
- (5) <u>Pharmacist</u> 4-years at University and 1-year fulltime Pre-Registration BSc OR Diploma OR MSC

Leo said it was important to 'spread the word' of exactly what services the Pharmacies can do. Tania agreed to send the website to the different localities attending today.

Tania said if any of the other PPG members wished her to attend she would be quite happy to do so.

The 'Talk' then concluded and both Tania and the other PPG members left.

<u>AGENDA</u>

- 1. Welcome Possible New Members No new members attended
- 2. Apologies from Gerry who had to leave at 7pm

Eric welcomed both Chris and Jacquie back to the Group

- 3. <u>Minutes of Last Meeting</u> No issues with the Minutes
- 4. Practice Items Christine Payne

Christine said it was important to promote the Practice's online services i.e. Appointment making as well as Prescription ordering etc. That last year a 10% requirement was needed and 14% was reached whilst this year 20% was required. A short discussion took place where some members said they already did use the online service whilst others said it was not for them. Jacquie raised the issue of Nurse's availability could not be checked online. Chris said this was more difficult as it depended on what the patient was seeking the Nurse for but would look into the possibility of this happening. **ACTION: CHRISTINE**

Possibility of promoting the online services via the PPG website and Newsletter. Paul to speak to Gerry regarding this. **ACTION: GERRY**

Leo suggested an 'Open Day' to identify the 'Online Services', thought to be an excellent idea and a date was to be agreed. **ACTION: LEO/ CHRISTINE**

It was also suggested that a Notice of the Next Meeting be placed on the PPG Board as well as A5 to pass out to patients visiting the Practice to try and increase the Group's membership. Jacquie agreed to send something to Lesley for her to action. **ACTION: JACQUIE/LESLEY**

5. Any Other Business

Leo asked if anyone had seen the National Association of PPGs – E-Bulletin, she felt it was more positive and had some interesting stuff in it which she is hoping to bring to the next Meeting. **ACTION: LEO**

Leo informed the Group she would be sending away for the Awareness Week Resource Pack and would bring the Group update on this at the next Meeting. **ACTION: LEO**

Leo said she would look into the other Guest Speakers and whether the other PPG Members would also like to attend and if so the invites would be done through Julie Beevor. **ACTION: LEO**

Gerry informed the Group that any items for the Newsletter then he would like these by the 20 June 2017. **ACTION: ALL**

6. <u>Date & Time of Next Meeting</u> – Monday, 31 July 2017 at 6pm