

DUNELM MEDICAL PRACTICE  
MINUTES OF PATIENT FORUM MEETING  
Wednesday 11<sup>th</sup> June 2014 at 1.30pm  
Venue: Conference Room, Bearpark

Present: Dr Geoffrey Welsh, Helen Collier, practice/business manager (chair)  
Carol Greenwood (minutes)  
Mr Les Fawcett, Electronic Prescribing Lead  
Patient forum members: AH, RC and TC

Apologies: BM, VW, AC, JH

	Action
<p>1    <b>Apologies for absence:</b> BM, VW, AC, JH</p>	
<p>2    <b>Feedback from JH and virtual member CL</b> JH sent an email to HC re action point from last meeting. 18 year old feels that he is treated as adult and is able to understand what treatment/course of action is being recommended. This is important as begins to attend appointments independently. JH also included feedback from a friend who supports 3 gentlemen with LD who are patients at Gilesgate practice. They have had excellent care from and built good relationships with GPs, nurses and reception staff. They are listened to and given time to express themselves at appointments. Staff are always friendly and communicate with each person at an appropriate level ensuring that they understand information/advice. The gentlemen receive excellent patient care all times.</p> <p>HC will email virtual member with questions in an email and which addressed at the meeting.</p>	HC
<p>3    <b>Electronic prescribing – presented by Les Fawcett</b> Les Fawcett outlined the current process of prescribing. Each prescription has a serial number and costs approx. 1p. Patients either (i) hand in their repeat prescription (ii) order online (iii) consultation with GP. The GP signs their prescription and patient collects from receptionist. Patient then takes to any pharmacy. Pharmacist each month sorts all the prescriptions to send off for payment.</p> <p>Electronic prescribing will remove the majority of printed prescriptions. Once the patient has handed in or ordered online their repeat prescription, the receptionist keys in the request and sends the electronic prescription to the GP who digitally signs. The electronic prescription is sent to the patient's nominated pharmacist who has the prescription ready for patient to collect. Patients can only nominate one pharmacist for collection but can change at any time by contacting the practice. The pharmacist sends the electronic prescriptions for payment direct.</p> <p>Benefits</p> <ul style="list-style-type: none"><li>• Patients choice - can pick up prescriptions at a pharmacy when on holiday anywhere in the country by contacting practice and nominating pharmacy.</li><li>• Patients do not have to collect repeat prescriptions</li><li>• Cost saving ie postage of prescriptions, printing and reduction of workload</li><li>• Pharmacist does not have to pick up prescriptions</li></ul>	

- Ability to track – GP can see any point where the prescription is.
- Accuracy improved
- Telephone consultations – prescriptions electronically to pharmacist of choice.

The printing of prescriptions will not be totally eliminated – patients can request a printed copy if they prefer.

RC took some leaflets for members of the WI and will explain the benefits.

Hospitals are not planning electronic prescriptions as yet but are looking at the possibility.

Practices can move to repeat dispensation if they wish eg GP would digitally sign prescriptions for six months and they would automatically be sent to pharmacist once per month.

If medication changes the GP can pull outstanding prescriptions and submit a new prescription.

In answer to a question raised by TC re power failure – the prescriptions would be printed.

Electronic prescriptions go live on 29<sup>th</sup> July.

Posters and advertising starts at beginning of July. Patient leaflets will be available in surgeries and website. Training of receptionists will be nearer the time of going live so it is fresh in their mind. Repeats will probably happen when patients visits GP or NP.

#### 4 **Minutes of previous meeting 19<sup>th</sup> March**

The minutes were agreed as a true record.

#### 5 **Matters arising from previous minutes**

- Marie Sayer, pharmacist has started working for the practice. She has made a valuable contribution in the few weeks she has been with the practice and will soon be an independent prescriber. Marie is contacting patients for medication reviews.
- **CQC** – HC said the practice had not yet received any notification from CQC re inspection but an independent building surveyor visited this morning to see if the buildings were fit for purpose. Gilesgate was given a clean bill of health. Framwellgate and Bearpark will probably need a new boiler. A few things need to be addressed in 3-5 years' time. Surveyor seemed to be reasonably content with what the practice has. Work is in progress with regard to damp from the roof at Bearpark and carpet will soon be laid at Framwellgate. The radiator outside of room 3 at Bearpark needs a cover.
- Elephant kiosk – not received a date for installation. HC will inform members of the forum group when a date is received so they can have a trial run. Terminology of questions can be changed. Questionnaires will be put in waiting rooms for patient feedback.

HC

*Patient Congress:* HC informed the group that NDCCG are pulling together a patient group with representatives from patient forums across North Durham. Members attending the Patient Congress will have their

HC

travel expenses reimbursed. AH would be interested in attending. Any other member interested in attending please contact HC.

All

## 6 **Sharing of Information** – 3 types

- *Summary Care Record*: Basic information ie list of medication and allergies which is available to doctors in urgent care. Patients can sign an opt-out-form which is also given to new patients on registration.
- *Electronic patient record and enhanced sharing of information* is the sharing of information between different health groups eg podiatrist, physiotherapist, district nurses etc. Patients have to give consent to share with both parties. When attending an appointment the patient is asked for permission to view their record and for permission to send information with regard to their referral. If the patient does not consent to health groups sending information electronically to the practice it will be posted in paper form but creates a delay. The Patient's Guide to Electronic Patient Record and sharing of information' is displayed in the waiting rooms; there is no opt-out-form.
- *The government leaflet 'NHS Better Information means Better Care'* leaflet was dropped through letterboxes nationwide but has been put on hold. The information was being collated by the NHS England Data Quality Team. However, at the time there had been much media speculation about confidential information being sold to external organisations for research purposes and this in turn had caused confusion and patients saying 'no to any information being shared. There were also complaints from patients nationwide that they had not been informed.

HC informed members that mobile phones are good way of texting information quickly to patients eg reminders of appointments, disease management etc. Texting is a free service and a large cost saving in printing and postage that can be spent better elsewhere. As an incentive to patients to update their contact details once practice has been offering Asda vouchers with one winner a month. The members thought this a good idea. HC will purchase Tesco vouchers; the forum members' choice because Tesco is more easily accessible for all patients.

HC

## 7 **Any Other Business**

- AH asked if the practice had a new boundary. A friend of hers had moved from Framwellgate to Sacriston and stayed with Framwellgate. When she moved to Langley Park she was told that she could not stay with Framwellgate. Her friend had no car but could travel on one bus to Framwellgate but from Langley Park to Bearpark it was two buses. HC explained that the biggest risk for patients moving outside of the area is having to visit a patient so rules had to be drawn up. HC said that a note would have to go on the patient's file that no visits would be made from Framwellgate. AH will ask her friend to ring HC. HC will pick up this issue with the admin team at PLT
- HC tabled feedback from the North Durham CCG Community Engagement Project.

AH

HC

## 8 **Date of Next Meeting**

Wednesday 10<sup>th</sup> September 2014 at 1.30pm