

Minutes
STOCKTON HEATH MEDICAL CENTRE
PATIENT PARTICIPATION GROUP

Wednesday 9 January 2019

5.30pm – 6.30pm

Present: Richard Utley, Kath Douglas-Furner, Angela Fell, Mary Chuck, Karen Chriscoli, Bernie Wilkinson, Jessica Dougherty, Jade Reid
Apologies: Joanne Price, Dave Lamb, Moyra Pethybridge

Prescriptions Process

Questions from PPG:

- 1. Why can't repeats be ordered over the phone or on line? The pharmacies in the village manage to do it without issue.*
- 2. Why can't repeats be issued to chemists automatically without requesting.*
- 3. Why does it take so long to issue repeats? I have heard several patients complaining that they are in danger of being without medication over weekends.*
- 4. Why can't all one patients meds be prescribed at the same time to avoid several visits to the pharmacy. Despite several attempts to consolidate my prescription I have one monthly, one bimonthly and two at random periods despite regular usage of them all.*

Response from Prescriptions Team (Jade & Jess):

Prescriptions can be ordered through Patient Access registration (visit website www.stocktonheathmedicalcentre.co.uk) to order prescriptions on line or our prescriptions team have dedicated email warccg.prescriptionsteam@nhs.net

We prefer not to take additional telephone calls on an already congested system. We are also aware of increased risk of errors when taking requests over the telephone.

Prescription office workload

- Average day in prescription office we go through 500 -700 patient requests; patients can have anything from 1 -30 items on their prescription.
- We have also prescription requests from 9 nursing homes and 6 residential home requests
- 1 minute on each prescription request is over 8 hours on a minimum 500 requests.

- We query patient's medication at Doctor's request if not had for over 3 months.
- We query medication if not usual repeat items.
- We inform patients if medication not due and no reason given.
- Docman tasks – informing patient's medication has been issued from recent letters received from hospitals/consultants once been viewed by the GP.
- Tasks – calling patients on behalf of the Doctors, to book in for medication reviews, BP checks, blood test. Informing of new prescriptions, medication changes...
- Answering phone queries after 10am
- Deal with queries from patients at the front desk. We now have a yellow form which we ask patients to fill in when they have a query so that we have enough prior information to help them. We often need to contact hospitals or pharmacists or speak to a Doctor and this can take time. We will ask you to sit and wait or we will contact you within 2 hours.
- Deal with pharmacies ensuring medication is collected and queries from pharmacies are dealt with.
- Urgent prescription requests.

Repeat Prescriptions

Repeat Prescribing refers to patients receiving medication without having to see a Clinician each time whereby a repeat prescription is issued from the surgery. We require two complete working days to process your **repeat** prescription, remember to make allowances for weekends and public holidays. Please do not order more than 10 days in advance unless you are going on holiday as we may not be able to issue if too early. You will need to notify us of any reason for early request.

Community pharmacies do not have full access to a patient's medical record and are not in a position to know if a patient has had a change of medication. We have a responsibility for ensuring NHS resources are used appropriately and to reduce medicine waste. Allowing community pharmacies to automatically receive repeat prescriptions would result in waste and a reduction in patient safety.

Acute prescription items

Acute prescription items that are not on your repeat list will take longer to process.

An acute prescription is a 'one-off' prescription which the GP has decided not to add to your repeat list of regular medication. This may be a prescription for a short course of treatment or for a new medication until you are stabilised on it. Some medication is not suitable for prescribing on repeat prescription. The medical centre may need to contact you to discuss your prescription request.

Common reasons for delay include requests for painkillers where it is unclear what you are taking them for or where they are being taken for a reason which is different from the initial reason they were prescribed. It is important that particular care is taken with painkillers to make sure they are being prescribed safely. Other examples which can cause delays are requests for medication where a review needs to be carried out to establish that continued prescribing is appropriate. We would ask our patients to tell us why they are ordering an item especially if they haven't had it for a while.

What is electronic repeat dispensing?

Electronic repeat dispensing is a process that allows a patient to obtain repeated supplies of their medication or appliances without the need for the prescriber to hand sign authorised repeat prescriptions each time. This allows the prescriber to authorise and issue a batch of repeat prescriptions until the patient needs to be reviewed. The prescriptions are then available for dispensing at the specified interval by the patient's nominated dispenser.

For example, the electronic repeatable prescription may say that the prescription interval is every 28 days and it can be repeated six times. This would give a patient approximately six months' supply of medication, dispensed every 28 days with the prescriber only needing to authorise and electronically sign once.

EPS Release 2 prescribing systems use a default interval of 28 days, but this can be changed by the prescriber to the required interval at the start of electronic repeat dispensing, to support the clinical needs of the patient.

Once the prescriber has issued an electronic repeat dispensing prescription it will be sent electronically to the NHS Spine where it will be available to download by the patient's nominated dispenser.

Currently, electronic repeat dispensing can only be used by patients with a nominated dispenser. Future development may not require a patient to nominate a dispenser in order to use EPS.

Who is suitable for electronic repeat dispensing?

Any patient suitable for a repeat prescription could be suitable for electronic repeat dispensing. This includes but is not limited to:

- Patients on stable therapy

- Patients with long term conditions
- Patients on multiple therapy e.g. hypertension, diabetes, asthma etc.
- Patients that can appropriately self-manage seasonal conditions

Whilst all the above patient groups are suitable for electronic repeat dispensing the additional functionality allows the patient suitability to be broadened based upon clinical assessment.

The Medicines Management Team, Warrington CCG suggest that Practices who are starting to introduce this system work with patients who take medication for Thyroid problems. The patient would need to have their annual blood test and If the patient is stable the GP could process the repeat dispensing to issue 12 months prescription to nominated pharmacy. Across Warrington, there has been a slow uptake of this process and it is something the Medicines Management teams will be working on over the next year or two.

Please visit our website for further information about the prescription process including list of urgent medications

<http://www.stocktonheathmedicalcentre.co.uk/prescriptions1.aspx>

Why can't all one patients meds be prescribed at the same time to avoid several visits to the pharmacy?

Medications can be introduced at various intervals by your GP or a consultant from the hospital. To assist you in getting them aligned you can speak to/email our prescriptions team or book an appointment with our Clinical Pharmacist, Louise Astbury.

Mental Health awareness training back office team

Our Back Office (admin) team and Nursing Team shared training in November about Mental Health and Suicide awareness. We were given a presentation from Mental Health Matters which illustrated different mental health illness and what signs and symptoms may be displayed. We viewed the Suicide: Let's Talk film clip, link below. Our own website also has a wealth of information on services to help with mental health concerns. We also reviewed the My Life Warrington website which also has service information.

- Suicide: Lets Talk - film clip
- Access to advice
SHMC website and My Life Warrington

https://www.relias.co.uk/hubfs/ZSACourse3/story_html5.html?utm_source=Relias&utm_campaign=Training-Landing-Page

<http://www.stocktonheathmedicalcentre.co.uk/page1.aspx?p=1&t=4>

<https://www.mylifewarrington.co.uk/kb5/warrington/directory/results.page?qt=mental+health&term=&directorychannel=0&sorttype=relevance>

Telephones – update

The Practice is experiencing problems in timely receipt of finances since a change in commissioning processes. We therefore could not commit to an increased cost for upgrading the telephone system. We are however still in discussions with the provider to see if a reduced rate could be offered if a group of Practices signed up. This work is on-going.

Pre-Diabetes Campaign Awareness

At our meeting in October 2018 we covered the aim of Warrington CCG to raise awareness of concerns of rising number of people who are becoming Pre-Diabetic in Warrington due to poor lifestyle choices. There will be a public campaign later in the year. As a team we want to lead by example.

The Practice team is focusing on ways to improve their own health.

<https://livewirewarrington.co.uk/lifestyle/lose-weight/fit-to-tackle>

Two members of our Nursing team and two members of our Back Office Reception team have enrolled in Fit To Tackle fitness/weight loss. Our Practice Manager will be joining them to give moral support at the training sessions. The programme will include a variety of sessions which will run 3 times a week on a Monday and Wednesday evening and Saturday morning from The Halliwell Jones Stadium & Orford Jubilee Park. Sessions will include utilising the stadium steps/facilities, circuit training, HIIT training, and touch rugby. Throughout the 12 weeks they will also receive healthy lifestyle tips and advice from LiveWire's trained health and wellbeing advisors. We wish them luck in reaching their goals.

Other members of our team including some of our GP's are keen Park Runners <http://www.parkrun.org.uk/warrington/>

We are also looking for ideas for team charity fitness events to raise funds in memory of our colleague Jackie Fisher who passed away in June 2018. Suggestions are being posted on our staff notice board.

Some team members have embarked on Dry January to reduce their alcohol intake.

How can PPG support the team?

We will be promoting the Health walks provided by Livewire, Warrington,? <https://livewirewarrington.co.uk/> If anyone was interested in becoming a walk

leader volunteer to provide walks in the Practice area, they would just need to email Matt Fairhurst on mfairhurst@livewirewarrington.org and he would arrange some time to meet up with them. After this he would then train them up as walk leaders and support them with their walks and potentially have them lead their own walks.

Date for next meeting: 5.30pm, 20 March 2019