

Present – Rob Shuter, Dr Pat Clarke, Joanne Goodwin, Sheila Try, Teresa Monteiro, Yvonne Brown, Atamjt Niber, Tony Cannon, Tony Cooke

Apologies – Derek Durham, Lew Lewis

Medicine Waste Campaign

The Surgery have been asked to take part in an initiative from ACE Foundation to look at the costs involved and whether or not patients are taking the correct medication and getting a regular review of this medication.

Currently there is approximately £300m spend on waste medication.

The way in which medication is ordered for patients is being looked at, in certain areas around the country pharmacies are unable to request repeat prescriptions on behalf of patients without their prior consent to do so. In the Birmingham area pharmacies currently order repeat prescriptions for patients without their prior consent which can therefore result in stockpiling of medication and in some cases incorrect medication being requested.

It would therefore be Best Practice is when a pharmacy requests a repeat prescription for a patient, they should check with the patient that this medication is required before ordering (not all pharmacies do this).

The Practice has been asked to carry out a survey within the surgery on how patients request their repeat medication and a copy was handed out for completion for all attendees of today's meeting.

The aim to reduce the amount of wasted medication is that the Pharmacies should confirm with the patient what is needed prior to ordering, and the PPG agreed with this.

CQC Update

Rob advised that the CQC have been very active and all local surgeries have now had visits.

The points raised in our inspection have now been completed, the Legionella assessment and recording of numbered prescriptions and our rating is now Good.

Telephone System

The new system is now up and running and appears to be working well.

All PPG members advised they had not had any problems with the queuing system, however there have been mixed reviews from other patients. The main point raised was that when in a queue it doesn't give a countdown as to position in the queue after other patients have been dealt with. Rob will speak to the providers regarding this.

One of the points raised was that the tone of some of the receptionists did not come across very well when answering the phone.

Electronic Prescription Service

This system went live on the 5 October and all pharmacies can now ask patients to sign up and nominate them to request repeat prescriptions electronically.

Prescriptions requested electronically are now produced and signed by the GP and sent to the nominated pharmacy electronically and then printed off in the pharmacy. This does not change the 48 hour timescale for repeat prescriptions.

There have been some teething problems with the system and nominated pharmacies but it is hoped that this will settle down after the first repeat prescription has been requested electronically.

The only medication which is unable to be requested electronically is controlled drugs.

Flu Season

To date 1,560 flu vaccinations have been done which leaves 1,040 vaccinations to be done.

There are clinics available which patients are being contacted to be booked into, all the Saturday clinics have been done.

The question was asked whether or not it was beneficial to have the flu jab earlier rather than later, to which Dr Clarke confirmed yes there was a benefit in having it earlier as the immunity can build up.

It was advised that the system implemented for the Flu Clinics this year was very efficient.

Clinic Appointments

A query was raised about the booking of online appointments as they appear to be booked up very quickly for certain partners.

It was however noted that over the past week there have been appointments available on all days and on some days the Duty Doctor slots have not been filled.

The number of Doctors currently in surgery booking appointments are :

- 6 Partners
- 2 Salaried GP's – both of which are part time
- 4 Registrars – 2 of these are full time, 1 is 80% capacity, 1 is 60% capacity

Dementia Friends

Tony Cannon asked for this item to be discussed.

Currently there is investment by Birmingham City Council, local council and HEFT for assistance in the community for patients with Dementia.

Currently Solihull is a Dementia Friendly Town and it is proposed that Sutton Coldfield will become the first district within the Birmingham area to also be given this status and funds are available to support this initiative. The ideas for this are areas within shopping centres to be designated quiet areas and coloured mats which help patients with dementia.

It was noted that funds are available from the CCG to help GP's identify patients who display signs of early dementia and thereby avoid admission to hospital. At the surgery should any patient present with symptoms of dementia a referral is made to the Memory Assessment Service with copies of recent blood tests, the MAS will then arrange to see the patient and carry out any further investigations necessary i.e. brain scans.

Patients will then be followed up on a regular basis and medication prescribed within secondary care if necessary and patients will have input from Community Psychiatric Nurses.

There are also clinics at Perry Trees Rehabilitation Centre with specialized nurses who can help patients and Carer packages are available.

Newsletter

Inclusions in the next newsletter which Sheila is happy to continue producing are :

- Electronic Prescription Service
- Flu Reminder
- Range of Services provided within the Surgery

A Day in the Life of a GP is to be included to give patients an insight in what else the GP does apart from seeing patients in surgery. Rob will speak to JD regarding this and arrange a time for Sheila to come in and have a chat with JD.

Tony Cannon passed his thanks on to Sheila for the production of the Newsletter.

Any Other Business

Ghost Patients was raised and whether these would be removed from the surgery list if not seen. The question was raised as to whether a patient would be removed from the GP list if they are not seen within an 18 month period. This is not always easy to monitor but it was recognized that there are patients who are registered with the surgery who only attend at certain times during the year for treatment who live abroad at other times. Rob advised that this was a Government initiative and at present there has been no guidance as to when or even if this initiative will take place.

Date of Next Meeting – to be confirmed.