

Chrisp Street Health Centre
Patient Participation Group Meeting Minutes held on 14th July 2015
18:00 – 19:15 hours

1. Introductions & Welcome

Chair & Minutes – Simon Robinson, Practice Manager

Apologies – Anthony Murphy, Jeremy Lynton, Dr Khwaja, Bill Colverson

All present introduced themselves. Two new members Patricia Thomas and Sandra Chalmers were welcomed to the group

Name / Role		
Oliver Lynton, Patient	Lilian Leonard, Patient	Patricia Thomas, Patient
Kina Averbury, Patient	Terry Ellis, Patient	Sandra Chalmers, Patient
Mary Barclay, Patient	Maria Razack, Patient	Dr Alison Smailes
Denise Wood, Reception	Ann Chan, NELCSU	Patrick Karikari, NELCSU

2. Reducing Medication Waste

Patrick Karikari and Ann Chan who are both prescribing advisors from the North East London Commissioning Support Unit (who work on behalf of our CCG) were introduced. They were attending to run a focus group at the meeting. Over £300 million in medication is thrown away each year in the UK. The advisors were looking into reasons why patients are over-ordering and what can be done to prevent this. An analysis of the workshop findings is attached.

3. Minutes of Last Meeting

Minutes of 24-3-15 were agreed as a correct record.

4. Matters Arising

Online Access for Under 18's – the Partners had reviewed the request to open access to under 18's but felt they wished to continue to restrict access. This is because of confidentiality issues; there may be instances when a child reaches the age of 16 or young when they wish to visit the GP without their parents. We would not want this information to be shared.

5. Friends & Family Survey – Q2 feedback

The Group noted the feedback.

6 Summer Newsletter

The Group noted the content.

Summary of patient engagement exercise on medicine waste at Chrisp Street Surgery

Identify medicine being taken

1. Different packages for the same medicine makes it difficult to identify medicines

Timing of re-orders

1. Fifty-six day prescribing at a time works well and may not cause a build-up of surplus medication
2. Some patients may insist on 3 monthly supply

Concern about running out and personal issues

1. Patient may feel lazy to check the medicines they have and will just order everything on the repeat request slip
2. Force of habit, medicines are ordered as a routine whether there is some remaining or not

Quantities of repeat medicines not synchronised

1. Medicines that are taking regularly (daily) should be separated from those used "as directed" e.g. ointments on the repeat request slip

Repeat medication ordering process

1. Prescriptions issued by receptionist when not requested by patient
2. Repeat medication should be ordered online and GP to prescribe only what has been ordered
3. Prescriptions that are sent direct to the pharmacy may not be collected and another request made for the same set of medicines
4. Patients should be encouraged to take surplus medicines to the chemist at regular periods. This will provide an opportunity for a discussion on how and why patient end up with surplus medicine

Patient solutions to suggested issues resulting in medicines waste

I DON'T THINK MEDICINES ARE GOOD FOR ME AND SO I DON'T TAKE THEM ALL THE TIME

1. Doctors and chemist need to explain what medicines are for and what it should achieve
2. Patients must request medicine review with GP to discuss why they may not want to take the medicine

I DON'T TAKE ALL THE MEDICINES ALL THE TIME BUT ORDER THEM IN CASE I NEED THEM

1. Patients need better information on why it is important to finish a course or take medicines regularly
2. Forgetfulness – Patient may forget to take medication

MEDICINES WASTE CAMPAIGN: WHAT DO YOU THINK WILL WORK

1. Make more use of our community pharmacies for waste messages
2. Use the TV screen, message screen, play a DVD in patients waiting room in GP practices
3. Social media such as twitter
4. Make use of Right Hand Side on the FP10 for messages
5. Target carers especially and provide information in different languages.
6. They were less keen on posters in GP practices.