

PATIENT PARTICIPATION GROUP

MEETING – 11th JANUARY 2018

In attendance: Geoffrey Johnson (Chairman), Maria Ditch, Gillian Dart, Carole Meahan, Janette Robinson, Chris Jones (Practice Manager) Shiraz (Pharmacist – Rossington Pharmacy)

Apologies: David Green, Michael May

The chairman wished everyone a Happy New Year and the meeting was opened.

Minutes of the previous meeting (12.10.17) were duly approved by the members of the group as a true record of the meeting.

Rossington Pharmacy

Shiraz from Rossington Pharmacy had been invited to the meeting by the Chairman of the PPG.

Shiraz introduced himself to the group and explained a little bit about what they do and how they do it as this pharmacy is not a public facing business.

They deal with all prescriptions, electronic, FP10 (Green scripts). Their remit is to try and deliver prescriptions on the same day or ordering or the next day due to stock of drugs. Their business is growing day by day and they are obtaining new patients all the time.

They have the business of two care homes in Rossington and have now secured the new boys home's business and the care home staff are delighted with the service that they are providing. As are a lot of our patients who have switched to Rossington Pharmacy.

They do prioritise acute medication such as anti-biotics and will effectively try to deliver within a couple of hours or receiving the prescription.

He also explained about the amount of drivers they employ and they will expand the staff levels as the business grows.

The chairman asked about the difference between branded and generic medication. Shiraz explained how these drugs were made up differently but mainly they are slightly less potent but mostly it is the boxing etc. that is different.

Chris asked if they were looking at joint the Minor Ailment Scheme that is happening at the moment with the Pharmacies. Shiraz said that they were having a consulting room and were hoping to get this started in the near future.

The chairman asked if they added carer's details to patients notes and Shiraz said yes they can add notes to patients notes about almost anything they need to.

The chairman also brought up the subject of Nomad trays for the blind in view of an incident that had been highlighted in the press recently. Shiraz advised that most medication leaflets had braille and also Nomad trays were available with braille.

Shiraz was thanked for his very interesting talk and question answering and duly left the meeting.

Care Navigation

Chris advised that we were using the care navigation but probably not as much as we should be. There are new services coming into the care navigation shortly that may be of better use to our patients than the ones currently in the scheme. Members were given a list of problems that can be referred to the pharmacies under the Minor Ailments Scheme. There is a problem with the

pharmacies engaging in this scheme but hopefully this will be ironed out in the near future.

70 Years of the NHS – 1948 – 2018

The Chairman brought this point to the meeting and has asked if there will be any celebrations around this nationally. They reply he has received to date is that it has not yet been thought about.

Chris thought maybe we could do something locally on the day – get some old photos etc. and maybe make a display on one of our boards in reception.

Any Other Business

The members of the group were asked if they could go onto the NHS Choices website and give a review for the clinic.

Chris informed the meeting that in the next couple of months WiFi will be put into the surgery for the use of the patients. There will be certain parameters in this system so that patients cannot get into in appropriate sites whilst in the surgery.

The Chairman advised that Healthwatch Doncaster will no longer be dealing with care appeals and this will be dealt with by:-

Voiceability

01302 319052

www.voiceability.org/services/Doncaster

Meeting Closed.

NEXT MEETING – 5th APRIL 2018