

PATIENT FORUM at the Over Wyre Medical Centre

PPG MEETING WEDNESDAY 13TH SEPTEMBER 2017 AT OVER WYRE MEDICAL CENTRE

PRESENT

Dr. Simpson, John MacPhee (Practice Manager), M. Clarkson (Nurse Practitioner), E. Duke (Dispensary Manager), L. Bond (Joint Office Manager), M. Worsley (PPG Vice Chair), H. Roberts (PPG Secretary) and 20 PPG members.

APOLOGIES

Ian Gibson (PPG Chair), P. Derbyshire, T & M Derbyshire, A. Platt, J. King, P. Warburton.

1. Guest Speaker

Malcolm welcomed everyone to the meeting especially new members; he then introduced Michelle Stephens from Patient and Public involvement in Research, Blackpool Victoria Hospital.

The research is involved with all drugs and devices within the Victoria Hospital; the dedicated team has been increased to include Nurse Practitioners and Pharmacy Staff. Volunteers also play a large part in the research; they can help in many ways:

- a) Help to research what is important to them which the professional staff are not aware of.
- b) Help to make leaflets more understandable to patients.
- c) Be trained to interview patients.
- d) Make sure results of any research is understandable to non-professionals.
- e) Ensure good research is heard about.
- f) Join a management or advisory group.
- g) Help to interpret results.

This dedicated facility involves fourteen and a half thousand patients, Dame Sally Davies was involved in setting up the facility in 2009 and there are 140 trials ongoing. These trials also include the involvement of some universities.

One such trial studied aftercare of cardio-thoracic patients using best filters to use to prevent kidney damage; this study was shaped by patients.

The media has been used to help recruit patients, Michelle stressed that patient involvement was crucial and she hoped more would come forward. Malcolm thanked her for a very interesting talk; he then asked if GPs were involved. She replied that not usually, unless they were involved with a patient that had a condition that was being researched.

2. Minutes of last meeting

The minutes were taken as read. There was only one matter arising, Mr Pilling asked what had happened to the falls ambulance. John replied that it had been withdrawn but that the matter was under review.

3. Pharmacies over supplying repeat prescription items

- a) The topic of the 'Express Service' was raised. This service is offered by local pharmacies who order repeat prescriptions on behalf of patients. The pharmacy are supposed to phone the patient to confirm which items are required, however some patients commented that this was not happening and they were ending up with items they did not need. One patient overcomes this by checking her bag before leaving.

Emily confirmed that the practice is aware of this issue and is looking into ways of stopping the 'express service' but suggested patients do as the other patient does, that it is to check your bags before you leave. Once a medication has left the chemist even if only for 10-15 mins it cannot be reused and has to be destroyed, therefore increasing waste medication and also increasing the cost to the NHS.

- b) It was suggested that all items on a prescription should be priced and the public would then know how much they would be hoarding or throwing away.
- c) Malcolm also brought up the subject of home delivery companies sending out emails to try and get people to sign up to the service. The practice asked patients to ignore these requests and to keep using the local chemists and dispensary.

PPG joining Queensway and Thornton PPGs for PPG road show at Morrisons 14th September

Four members of our PPG were joining other PPGs to talk to Morrison's customers about flu vaccinations and PPGs, leaflets would be handed out showing times of flu clinics at practices.

4. Practice Update

John reported

- a) Hambleton Surgery will be refurbished.
- b) Dr. Sarah Hopkins has joined the practice.
- c) Dr. Vicky Simpson is taking maternity leave in December; a locum, Dr D. Kew will be covering for her.
- d) OWMC is currently participating in a new shadow neighbourhood scheme with Garstang and Great Ecclestone. A due diligence process has to be followed but all being well we will form part of a new neighbourhood effective from 1st April 2018.
- e) Dr Marland is getting married.
- f) John had placed an article in the green book explaining why appointments had been delayed and highlighting the hugely improved situation whereby routine appointments are now available in less than two weeks. The group was very supportive that John had also highlighted that the Extended Access provision in Fleetwood is of very limited assistance to Over Wyre patients and practice, as many people struggle to make the journey.
- g) Blackpool Gazette has short listed Elaine Blundell and Jane Green for a Best of Health Award.
- h) As part of the GP Quality Contract, all practices have to evidence that they are giving advice to patients on the subject of Self Care.
- i) The practice is hoping that a Physio service will be returning.
- j) Hambleton flu Clinic is on Thursday 5th and Friday 6th October.
- k) John pointed out that every flu vaccination received at a local chemist, which could otherwise have taken place at the practice, actually takes away from practice funds that help to provide other services.
- l) There is a new treatment room nurse, Sarah Crosbie, who is an ex district nurse.
- m) Over Wyre Medical Centre is now a GP Training Practice. The trainee GPs are fully qualified doctors who are in the final year of their GP training. Drs. Hopkins and Simpson are qualified to do the training.

As there was no other business Malcolm thanked everyone for attending.

The next meeting - our AGM - will be held on **TUESDAY 9TH JANUARY 2018**. Please note the change of day.
