

MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING

HELD ON THURSDAY 19 NOVEMBER 2015

AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL

Chaired by Melvyn Cox

Present: Barry Spake, Communications Officer
Charles Brown, Vice Chair/Treasurer
Judy Ward, Secretary
Richard Miller, Practice Manager
+ 22 Members

1. Welcome, Introduction and Apologies for Absence

The Chairman welcomed everyone to the meeting.

Apologies had been received from Lynda McWilliams; Mrs Baverstock.

2. Minutes of the last Meeting

No points were raised and approval for the Minutes was given.

3. AGM

i) Chairman's Report – Melvyn Cox

- Melvyn thanked the other PPG Committee members, Charles Brown, Barry Spake, Judy Ward; also Judy and Alan Bishop for all their support and generosity by supplying teas and coffees. Melvyn thanked Richard Miller for his generous effort over the year particularly with the Virtual Members Group.

- Melvyn reported that in June there had been a National PPG Awareness Week. The PPG had produced a brochure of promotional stories and each Committee member had attended the surgery during the week to talk to and inform patients. As a result there were only a few new members. We gained far more Virtual Members.

- The PPG has had three speakers this year – in January Douglas Carswell MP; in February Gareth Hartley, CCG; in July Dr Barbara Stuttle, Director of Nursing at Colchester Hospital. Our planned fourth speaker in May, David Linghorn Baker, Governor at CHUFT, did not show.

- The PPG made a collection of £30.00 for Essex Air Ambulance. The cheque had been sent but there had been no acknowledgement.

- The PPG finances are stable for the year and in funds.

ii) Membership Report – Barry Spake

- Barry reported that there are 189 members of the PPG of which 81 are Virtual Members. 9 Virtual Members have cancelled their membership; 3 members have no email address.

If any members have questions or ideas, please see Barry afterwards.

iii) Treasurer's Report and Accounts – Charles Brown

Richard circulated a copy of the accounts. Charles reported that at the beginning of the year there was £411.02 in the PPG Account and, at the end of the year, £107.88.

iv) Vote – to adopt the Accounts

All members were in favour of adopting the Accounts.

v) Review any new Candidates and then Vote to elect Committee Members

No new candidate names had been received by Melvyn or by Richard.

The existing Committee Members were therefore adopted.

4. Guest Speaker – Sarah Colgan of The Green Pharmacy: “Dispensing for the Community” followed by a brief Q and A session

Melvyn welcomed Sarah and thanked her for attending the meeting.

Sarah thanked the PPG for the opportunity to come and talk.

Sarah said that there were points from the Minutes of the last PPG Meeting which needed to be

clarified.

Richard explained the difference between Repeat Prescribing and Repeat Dispensing: the former is the responsibility of the GP; the latter the responsibility of the Pharmacist.

Sarah explained:

- in September 2014 the Government introduced the NHS Electronic Prescription Service and there have been complications.
- Before the introduction of the Electronic Prescription Service the scripts were stored in the pharmacy. This was a good working system.
- Subsequently, Repeat Prescribing scripts are held electronically and are available in advance. The pharmacy tried to do this as they appeared via The Spine and were printed off every day. It was a new system, we were not coping with the quantity at the time they were coming. We tried different methods to get it to work well. We do not have the storage space. On the electronic version the form is reprocessed.
- Ultimately tried to go back to how it was –patients contact us when they need the prescription. This is working well. In a small pharmacy Repeat Dispensing may be possible but we were not happy with the service we were providing.
- Patients do not always need all the items listed on the form every month. NB Unneeded items should be crossed off. Patients should let the Pharmacy know what they want.
- In the future we may find other ways of tweaking the system.

Questions were taken from the floor.

Question: What is the advantage of the electronic prescription service?

Answer: This system had been considered for years by the NHS. There are a few advantages such as not being able to lose scripts as could happen with paper scripts. Melvyn commented that on the NHS website it quotes “save money and time” but that this is arguable.

Comment: Melvyn stated that for some monthly repeat dispensing items may be on different scripts. 28 days should not be a problem and definites should be possible.

Answer: On the whole we have the majority of drugs in stock but there may be supply problems. The Spine issues definites and maybes. Sarah said that she had been in discussion with other pharmacies that are equally as busy and all have the same method. Sarah recommended putting in a monthly Repeat Prescription – it is no problem!

Comment: Sarah said that one advantage of the electronic system is that if you were away and had left your meds behind the prescription can be sent electronically to another pharmacy.

Question: How can we request meds prescribed for 2.5 weeks? Discussion took place about dispensing for short periods; also doubling up eg November and December. Sarah said she has spoken to the NHS about this.

Richard reiterated the difference between Repeat Prescriptions – ordered manually one at a time – and Repeat Dispensing – a batch of prescriptions for six months.

Sarah commented that some patients do not know what they are on.

Question: Do Repeat Prescriptions overcome the problems of avoiding wastage and is it the best way to go therefore?

Answer: Yes!

Discussion took place regarding the best way to use Repeat Prescription/Repeat Dispensing.

Question: Mandy commented that she has five different items on her prescription all with different review dates.

Richard and Sarah said that these could be made for the same date.

Question: Melvyn asked how many prescriptions are dealt with in a month.

Answer: 17000 items.

Richard commented that the average number of prescriptions issued by the Doctors is 36000.

Comment: we are very fortunate to have the pharmacy in the village.

Sarah said we are here to sort any problem out. Please phone or email the pharmacy.

Melvyn thanked Sarah very much for coming and explaining the system.

5. Bus Service 77

Alan reported that Essex County Council is aware and the situation is being investigated through an impact assessment.

Alan read the contents of an email from Councillor Lynda McWilliams stated that ECC has acknowledged that a bus service is required and this will be put out to tender.

Discussion took place about whether the replacement bus service would be five days a week; whether another bus service would be diverted to Great Bentley.

Judy Bishop said that Bernard Jenkin MP was given the letter written by the physically disabled young man and understands that Bernard Jenkin will speak with the Under Secretary of State for Transport. It was agreed that this was very encouraging.

A question was raised as to the numbers of people using the bus. Melvyn said that they are looking at that. The bus does get very full in the mornings.

6. Hollies Surgery News

Richard said that next week Dr Freda Bhatti, Bonnie, a member of the nursing team, and Dr Salina Bowry (newly qualified GP previously at the surgery), are going out to Lesbos to help treat the thousands of refugees. They will be working as part of the charity Mercy Worldwide Trust.

Richard has included an article in the surgery's December Newsletter and encourages everyone to donate either via the charity's website

<http://www.mwtrust.com/donate/>

or by making donations at the surgery.

It was suggested that we ask Dr Freda Bhatti to be a guest speaker at a future PPG meeting.

7. AOB

- Alan Bishop gave his thanks to Melvyn. Richard gave his thanks to everyone in the room.
- Judy Bishop said that she and Alan had been persuaded to go back to the hospital and will be working with Tammy to go round the hospital asking patients about their experiences in hospital and reporting back.
- Alan and Judy will be attending CCG and CHUFT Meetings next week. They will report back at our next meeting.

8. Date and Time of Next Meeting: Thursday 21 January 2016 at 6:30pm in the Mitchell Room.

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Melvyn thanked everyone for coming to the AGM; wished everyone a very Happy Christmas and New Year. The meeting closed at 19:45.

Judy Ward

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