

PPG Committee Meeting held on 11th June 2019
at Ore Surgery

Present Lynne Mitchell, Joan Bones, Lin Holmes, Jenn Hesmer,
Alison Green, Andree Stevens, Angie Millington & Suzanne Bendell

Apologies Chris Mills and David Standen

Shilpa Radia talked to us about her job as surgery pharmacist, along with two other pharmacists. They deal with approximately 100 repeat prescriptions per day and they ask that patients allow 3 working days for expedition of these because it is necessary to ensure that all is correct and sometimes there is a need for relevant tests to be carried out. If they have not been done then a text message is sent requesting that the patient call the surgery.

It is easier for the pharmacists when patients have a nominated pharmacy so that the repeat can be done electronically. The doctors still sign all prescriptions.

When letters are received from the hospital the medications need to be checked and a check must be made to ensure that they will not have an adverse effect with medication already being taken, then these will be issued to the patient. All high priority letters are dealt with on the day of receipt.

It is sometimes problematic because, although letters are usually sent electronically, they do sometimes go astray regardless.

They take telephone queries about problems with medications, and they spend a lot of time searching for alternatives for drugs that run out of stock. This seems to be a particular problem at the moment.

They also deal with the results of blood tests and phone patients to explain the results.

Then there is regular stock control particularly of emergency drugs that are held at the surgery sites. This is especially challenging with the surgery having three sites.

They carry out new patient checks, medication reviews and NHS health checks. Shilpa is particularly involved in dementia assessment and carries out dementia reviews for the practice. She has also introduced Care Planning for moderately or severely frail or vulnerable patients. This service is available to anyone who feels they may need it, especially if they live alone and do not have close relatives to carry out their wishes. All it needs is to make an appointment. Jeannette, the paramedic practitioner, does the same thing for those who are unable to attend the surgery.

We thanked Shilpa for her time and congratulated her on a very interesting talk.

Minutes of last meeting were read and agreed

Matters Arising

None

PPG Leaflet Lynne showed us the leaflets from Sedlescombe & Westfield and West Town Surgery. We need to find a logo and then we can use those parts that we choose for our leaflet. Lynne requested volunteers to formulate the leaflet to then be agreed by the rest of the committee. Lin, Alison, Jenn and Lynne volunteered.

Surgery website

Suzanne has put the information about PPG on the website under a dialogue bubble called Have Your Say. It is not possible to do anything else, unfortunately.

Facebook page

Suzanne informed us that a previous page that she had run had had several hundred followers and appeared quite successful. She had been able to put clinics and staff on the page and was able to put live availability of appointments on daily. All the information will also be on the website and on the Notice Boards, except for the daily appointment availability.

PPG Forum Definitely worthwhile attending and again it was recommended that everyone should try to attend at some stage.

Two matters arising from this will be on the agenda for the next meeting :-

NHS 111

Primary Care Networks

Notice Boards

Angie said that there was no copy of the Newsletter available for her to put on the board. Suzanne said it had been printed and delivered to Beaconsfield Road, so it was agreed that the items would be put in a sealed envelope addressed to Angie in the future.

Angie also suggested that we have a sub- committee of Joan, Chris, Lin and herself to meet every three months to forward plan the materials for the Boards.

PPG Steering Group

Lynne has been persuaded to take on a role with this group for Hastings & Rother. She will tell us more about it when she knows more.

Free Art Sessions

This is a service mainly for patients with mental health issues and they can be referred by their GP. For further information go to

www.artsonprescription.org.

Hastings Networking Event

This will be on 17th July, 9.30am - 1pm at the Pop-In Café.

AOB

Jenn wanted to congratulate the surgery for the latest Newsletter because she has previously been critical but felt this one was amazing.

Andree asked if the site for our new surgery was secure because she had heard that there was due to be a lot of housing there. Yes, it is purchased and secure.

Majority of people preferred that we have a meeting in August, but not in September.

Date of the next meeting was confirmed as 9th July, at Ore.

Meeting closed at 8 pm.