

**WOODHOUSE HEALTH CENTRE
5-7 SKELTON LANE, WOODHOUSE, SHEFFIELD, S13 7LY**

**MINUTES OF PATIENT FORUM
HELD
MONDAY 21st May 2018**

Present:

Miss Y Tolliday	Mrs L Randell
Ms B Lee	Mr J Glaves
Mrs P Kilner	Ms J Parker
Mrs M Constable	Mr H Constable
Ms A Kennedy	Mrs C Hodkin,
Mr R Webb	Mrs J Longstone-Hull,

Mrs G Siddons, Assistant Manager/Pharmacy Technician
 Mr H Constable (Chair)
 Gerry Ulyatt (Pharmacist at Woodhouse Health Centre)
 Alison Sheard (Lloyds pharmacy manager)
 Julie Grieg (Pharmacist at Woodhouse Pharmacy/ Woodhouse Pharmacy Direct)
 Maxine Biggin (Pharmacy Technician Manager Woodhouse Pharmacy)

Apologies, Ms D Mackman, Ms J Parker

Agenda items	Notes
Welcome	Howard welcomed everyone to the meeting and thanked everyone for attending.
Minutes of last meeting	These were passed by the forum.
Prescriptions	The group had asked for a whole meeting to be dedicated to issues and problems with prescriptions. Below is a summary of the issues raised.
Pharmacies	<p>Everyone who attended the meeting introduced themselves and agreed for their numbers to be given out for patients to contact them with any queries</p> <p>Julie was from Woodhouse Pharmacy. She can be contacted on 0114 2439191</p> <p>Alison attended from Lloyds. For any queries contact Andrea on 0114 2692136</p> <p>The meeting started with Suzanne explaining what happens when a prescription request is received into the practice.</p> <p>When a prescription request is received at the practice, the reception team process this and prepare the prescriptions for the GP to authorise.</p> <p>This takes up to two working days. Working days for the practice are Monday to Friday. Prescriptions are usually signed by doctors at the end of morning surgery and at the end of evening surgery.</p> <p>Patients should always be mindful of bank holidays and can order early when there is a bank holiday.</p> <p>If an item is requested that is not on a patient's repeat list then it is added to a list</p>

	<p>for a doctor to review. This means the request will take a further day. If there is a problem with the request the reception team will try and phone the patient with any message that the doctor has added to the request.</p> <p>When a patient is overdue their medication review, the prescription request is also added to the list for a doctor to review. Medications will be issued if safe to do so without a medication review. The reception team try to contact the patient to book in the review.</p> <p>The pharmacies explained that when the prescriptions are signed the paper ones are left on reception for them to collect; electronic ones go into the NHS cloud for the pharmacy to download. Pharmacies can download prescriptions at any time and as many times in a day as they want. They usually download first thing in a morning, at lunch at the end of the day. There can be a delay of up to two hours between a doctor signing an electronic prescription and it being available for the pharmacies.</p> <p>Once a prescription is downloaded at the pharmacy it is ready to be prepared. This can take up to 24 hours depending on the workload in the pharmacy and if medications are in stock.</p> <p>This means that patients should allow 3 working days from putting in a prescription request to the prescription being available to collect at the pharmacy.</p> <p>The forum asked about how many prescriptions were issued by the practice.</p> <p>Each pharmacy sends two A4 envelopes of prescription requests to the pharmacy each day. The practice also empties the prescription boxes in the practice twice each day. On average the practice processes 575 prescription forms each day. Each form can have up to 4 items on it.</p> <p>Lloyds stated they offer a managed repeat service whereby as a patient collects their medication, they highlight what they need for next month and are given a date as to when this will be ready.</p>
<p>Questions from the forum</p> <p>Holidays</p>	<p>A forum member asked about ordering prescriptions when they were about to go on holiday.</p> <p>If a patient is going on holiday they can put a note on their request saying that they are going on holiday and their dates. The prescription will then be issued early. If a patient is due their prescription straight after their holiday then they can request it before they go away so it is ready for when they come back.</p> <p>The practice is allowed to issue up to 3 months of medication for patients who are going on longer holidays. Any medication needed after the 3 months has to be obtained from wherever the patient is visiting.</p>
<p>Repeat prescriptions and Repeat dispensing.</p>	<p>There is a lot of confusion about these schemes as they have similar names. The practice has a leaflet to explain about them. This leaflet is available on our reception.</p> <p>In Summary.</p> <p>A repeat prescription is when a prescription is issued for any regular</p>

	<p>medication that had been authorised by a GP. The patient orders these when they need them by filling in their order form, filling in a form at reception or contacting their pharmacy. The practice does NOT take telephone requests for medication.</p> <p>Repeat Dispensing is where the clinician feels that a patient is stable on their medication and issues a batch of up to 12 months prescriptions direct to a pharmacy. The patient orders from the pharmacy stating they are part of the repeat dispensing scheme and have a batch of prescriptions on the pharmacy computer. Usually all items authorised are included in the batch and the patient will be asked if they need everything whenever they request items from the pharmacy. Any patient, who is on the scheme and has a medication change, will have the repeat dispensing updated. If this does not happen then either the pharmacy or the patient can contact the practice to have this rectified. All pharmacies ask patients to give them notice when they would like to collect a repeat dispensing.</p> <p>The forum thought repeat dispensing was a very good idea and would encourage both the pharmacies and the practice to put more patients onto the scheme.</p>
<p>Medications being ordered at different times of the month</p>	<p>The forum felt this was a common problem and lead to patients attending both the practice and the pharmacy on more than once occasion each month. The forum was advised that if this happens they can make a request to the practice for medications to be put in line.</p>
<p>Different brands of the same tablet</p>	<p>The forum felt that patients got confused about their medication when they got different brands of the same medication. They felt this could lead to patients not taking their medication properly.</p> <p>The pharmacies said they used to be able to be consistent with the brands they supplied but due to funding cuts they were always shopping around for the cheapest brand they could get. This did mean that patients could be getting different brands each month.</p>
<p>Pharmacy 2 U</p>	<p>The forum asked about this company and felt that the leaflets they got through their doors were misleading. It was pointed out that there are several companies sending out leaflets about prescription supply.</p> <p>The group discussed that these were not local companies. They often didn't have a contact number if there were any problems and if any items did not arrive the only way to sort this is to ask the practice for another prescription, which is more work for the practice, and takes 2 days. The patient then has to pick the prescription up and take it to a local pharmacy.</p> <p>The message from the group was to use local pharmacies before patients lose them.</p> <p>The group asked if the local pharmacies could also send out promotional leaflets to patients</p>

Owing	<p>An owing is when the pharmacy do not have an item in stock. The group wanted to know the reason for why this happens.</p> <p>The pharmacies explained that this can be due to supply issues from a wholesaler or that a manufacturer cannot supply an item.</p>
Compliments to pharmacies	Both pharmacies were complimented by the forum for the work they do and the service they provide
GDPR	The forum was asked if they were happy for their names to be added to the minutes of this meeting. The minutes are shared with everyone that attends and are put on the practice website. This would become a standing agenda item,
Patient comments	It was decided that part of the next meeting would be about themes of comments from patients.
Letting patients in before the practice opens	<p>The practice has been letting patients into the building before opening times so that they don't stand in the cold and bad weather. Patients let into the building cannot be attended to until opening times and the team have had chance to set up ready for the day.</p> <p>Last week we had an incident in the practice where the team were shouted at for letting patients in but not attending to them immediately.</p> <p>The forum agreed that in light of this and whilst the building work was being completed, patients would not be let into the building early. Once the building work was completed and the original reception re opened, then the practice would revert back to opening the doors at 7.55am but not attending to patients until 8am.</p> <p>On Monday lunchtime the door would reopen at 1.55pm ready for reception re opening at 2pm.</p> <p>The forum member who had witnessed the team setting up commented that the team run around setting up for the day and don't need to be interrupted until opening time.</p>
Update on extension work	<p>The new extension was now open. The forum liked the new building and appreciated how cramped it was at the moment. The practice thanked the patients for their patience during the building works.</p> <p>The new reception is due to open on 18th June and the practice hope to be operating two reception areas from that date. It is proposed that if patients have a nurse appointment they will be asked to use the top reception. If they have any other appointment of query, they will be asked to use the bottom reception.</p> <p>The middle waiting room at the top of the stairs will be closing. This will become an admin office and meeting room.</p>
Out of hours change of times	<p>The practice had been given notice that the hours for the out of hours service will be reducing. From 1st July 2018 the unit will no longer open on Sunday afternoons. The practice were not happy about this decision and had written to the CCG and to Clive Betts.</p> <p>The forum was concerned about this decision and gave support to the practice in</p>

	<p>challenging this decision.</p> <p>The forum wanted to know why this area of the city was being penalised and the general feel was that services were being moved more and more to the North of the City.</p> <p>This would be discussed again at the next meeting</p>
Car Park and One way system	<p>The new one way system around on Skelton Lane had come into effect on 21st May. This was causing some confusion. The practice were concerned that patients would not allow for this on their journey time so were adding information to their website this week. They were also providing a statement for Woodhouse forum and for Facebook groups.</p> <p>The forum was reminded that the car park is for staff and disabled patients only.</p>
Care planning	<p>The practice has been looking at how to make a difference with care planning. Last year it looked at patients with long term conditions who were prone to admission to hospital. Patients either attended a care planning appointment or a shared medical appointment.</p> <p>This year the practice wants to look at patients who have a long term condition who do not attend for reviews. The practice feels by getting these patient to engage in reviews and discussions about they health, their condition may improve.</p> <p>The forum thought this was an excellent idea and wished the practice success with this.</p>
Date of next meeting	Monday 20 th August 2018 at 6pm at the practice.