

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

**MINUTES OF PATIENT FORUM
HELD
MONDAY 4th February 2019**

Present: 14 members attended

Assistant Manager
Chair
2 members of NHS digital

Apologies, 3 members

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. A copy of the patient charter was given to all attendees
NHS Digital	<p>2 of the team from NHS digital attended the meeting. They are part of a nationwide project to promote electronic transfer of prescriptions. To help with their work they wanted to talk to the group about how they ordered and received their prescriptions and for patient comments on some posters that went with this work.</p> <p>The group discussed the different ways of ordering prescriptions. These were online, in person at a pharmacy or in the practice and over the phone at the pharmacy. The group explained that they wait 72 working hours then collect their medication from the pharmacy.</p> <p>The main time that problems occurred is when the pharmacy does not have items in stock. The group agreed they tend to order their medication then pick it up just a few days before they need to start taking them. If an item is not in stock then they do not get notified of this until they go onto the pharmacy. The patient is directed to reception to get an alternative or a new prescription to try other pharmacies. The practice needs 2 working days to process this request. This causes stress to the patient and urgency at the practice. Patients would like to know about supply issues when the pharmacy first receives their prescription from the practice. Gill agreed to feed this back to all pharmacies.</p> <p>The poster from NHS digital stated that more prescriptions were now being sent electronically to save money in the NHS. The group discussed the poster and decided that it was too confusing for patients as the majority of patients had not noticed any difference to the process of getting their medication. They commented that if the poster stated it would save money they wanted more details as to how much and what this could be used for.</p> <p>The practice had started with the next stage of electronic transfer of prescriptions at the beginning of January 2019. This meant that if patients were signed up to a pharmacy then all prescriptions would go direct to their pharmacy. If they saw a clinician in the practice and were prescribed medication. The clinician would sign the prescription electronically not on the paper prescription. The prescription could then be taken to any pharmacy in the UK.</p>

	<p>The final phase of electronic transfer of prescriptions was completed on 31st January 2019. For any patient who has a controlled drug medication, the patient or the pharmacy will no longer need to sign for this prescription at reception. These prescriptions will now go electronically straight to the pharmacy.</p> <p>The benefits of electronic prescriptions are that each prescription has a unique bar code that identifies it. This can be tracked from the moment the clinician signs the prescription to the pharmacy claiming for payment. Both pharmacies and practices can see where the prescription is in the process at any given time. This increases the safety of prescribing as it reduces the risk of duplicate prescriptions.</p> <p>The practice is the only practice in the north of the country to have these facilities.</p> <p>The forum were very impressed that the practice has decided to do this and that the safety of patients had been taken into consideration.</p>
Newsletter	<p>The practice had started to work on a newsletter. The forum discussed the progress so far. Headings include tablet brands, car park and one way system. Patient forum, did not attend for appointments, GDPR, prescription ordering, patient charter, comments and compliments, staff changes, electronic transfer of prescriptions, flu vaccines and online access. The forum wanted physicians associates adding to the newsletter. Newsletter completed March 2019. (handout)</p>
Social Media	<p>Gill talked to the group about some negative comments that had been posted on social media about the practice and staff. It was agreed by the forum that the best way to respond to patients that were unhappy was for the patient to contact Gill directly to give the practice chance to put any issues right.</p> <p>Social media policy now on website</p>
Name badges	<p>The forum had noticed a few new reception members and asked if all receptionists could have badges on. The forum would prefer that just the team members name be on the badge unless they had a specific role such as team leader. The type should be as large as possible for the badge as they felt that the new wider counter made it difficult for some patients to see names. New name badges ordered for all team members</p>
Physicians Associates	<p>Two physician's associates will be starting at the practice in the near future. Some of their duties will be to support the GPs by seeing patients with minor illness, chronic disease management, and home visits. This should increase the number of appointments we have to offer. The forum welcomed this and thought this was great idea. One physicians associate started. Clara Hardcastle</p>
Satellite (hub) service at the practice.	<p>Gill reported that the practice had been given notice and that under the current contract, the hub out of hours service would finish at the end of March 2019. The service was under review at both the CCG and Primary Care Sheffield who hold the contract. At this point, it was not sure where the service would be placed across the city and if Woodhouse would continue to be a hub site. The practice is very concerned about the short time left before the contract ends. The forum is also concerned as they were passionate about keeping the service at the practice. It was working well for the patients of Woodhouse and surrounding area. The location they felt was excellent with a bus stop outside, the pharmacy on site and ample parking facilities as well a purpose built unit for the service.</p> <p>The forum wanted to support the practice in keeping the service at Woodhouse</p>

	<p>Health Centre and suggested a petition in the library. pharmacies and practice, a letter of support from all the forum members individually, a letter of support from Woodhouse and District forum partners and a collective letter from the forum. They decided on a collective letter. Gill and Howard would get together and approve a letter for Howard to take round the community and forum members for signatures.</p> <p>Gill would keep the forum informed of any developments.</p> <p>The service has been awarded to the provider until March 2021. The practice has signed a contract until March 2020. The service provider are still looking at the locations of the hub sites and could give us 3 months notice of termination.</p>
Patient Registrations	Gill informed the group that new patient registration forms were now available online so patients would not have to fill them in at the reception area.
Thank you	Gill thanked everyone for attending and for the generous offers of support for the practice.
Date of next meeting	Monday 29 th April 6pm at the practice