

Minutes of the Patient Participation Group (PPG) meeting held at Parkside Group Practice on Monday 19th March 2018

Attendees

Kanagasabai Balachandran (Chair)
Eric Clark
John Harvey
Andrew Mantle
Sheila Thirkell
Alan Wiltshire

Dr M Clementson
Dr R Muhundan
Becky Cook
Michelle Gavin
Lynn Lucas

Apologies

Felicia Amoye
Diana Andrews
David Astill
Purabi Lakhani
Julian Marcus
Lesley Page
Patricia Jenkins

Welcome & Apologies

Kirsten Flett-Wood resigned from the group.

Medicine Waste

Dr Michael Clementson joined us to address the group's questions on measures taken to monitor practice prescribing and if there had been any complaints/repercussions from the withdrawal of NHS prescriptions for gluten-free foods, baby milk and vitamin D. Dr Clementson is a member of the Croydon Prescribing Group.

Dr Clementson explained that the practice was always seeking ways to cut back on medicine waste and "every penny" was looked at. Parkside use the following measures:

- Regular meetings with community pharmacists, sharing prescribing issues.
- Educating patients and pharmacists to not tick all the boxes on the prescription requests.
- Scriptswitch (a prescribing decision support system) is installed on every doctor's computer to help aid appropriate prescribing.
- Following the Primary Care Prescribing Work Plan which has been in place for around 20 years.
- Medicine Waste posters are displayed in the waiting rooms and on our website.
- Audit of prescribing every 8 weeks.
- Training doctors are guided to prescribe only what is necessary.
- Annual Prescribing Visit - a 40 page document is produced by the prescribing team to review and audit.
- Community Pharmacists also review patient's medication (MUR) and action points are fed back to the Practice.
- Polypharmacy MUR - All patients over 65 on more than ten medications (approx. 160) have been invited in for medication reviews.

John asked "Do we question pharmacies?" No, we welcome input from pharmacists, as they are fellow professionals. Parkside has a good relationship with our local community pharmacies.

Alan asked about generic prescribing. Generic medication is usually cheaper. Parkside's generic prescribing rate is 89%.

Dr Clementson went on to say that we had not received any complaints about the withdrawal of NHS prescriptions for gluten-free foods, baby milk and vitamin D. Vitamin D can be

bought relatively cheaply over the counter, but it is extremely expensive for the NHS to prescribe.

New guidelines for future prescribing for minor illnesses were circulated and discussed. Parkside will continue to treat all our patients appropriately.

John shared his experience with a previous practice regarding his wife who had difficulty swallowing tablets.

Minutes of last meeting and matters arising

Minutes of the meeting held on Monday 15th January were agreed.

Friends & Family Test Figures

Friends & Family test data (where patients are asked if they would recommend the practice to friends and family) is now collected via iPlato (SMS) survey, as well as I Want Great Care and via the box in reception.

iPlato: 129 responded to the SMS survey during February:

Extremely Likely - 95

Likely - 31

Neither Likely nor Unlikely - 0

Unlikely - 1

Extremely unlikely - 2

I Want Great Care: Three positive comments. General feedback regarding our receptionists is improving.

FGM cases in Croydon

Further to a request from Alan, Becky reported that Croydon were at the forefront of FGM awareness. In Croydon, there are estimated to be more than 3,480 females who have been affected by FGM at some point in their lives, equivalent to 1 in 104 females. It is estimated that 3% of maternities in Croydon are to women affected by FGM, this equates to around 200 births per year. It is important for Parkside to keep up with information and awareness.

Reaching out to patients about topical health issues

There were no volunteers from the group to take this idea forward.

Practice Demographics

Practice demographics on gender, age and ethnicity were circulated to the group.

Unfortunately only 3,272 patients have recorded their ethnicity. It was agreed that the PPG was as representative as possible of our practice population.

Review of recent Patient Feedback/Complaints

Feedback from NHS Choices was shared with the group:

Five reviews received, four being positive. The negative review stated that Parkside was 'disorganised'. Unfortunately negative reviews are difficult to investigate when anonymous. We have invited the patient to contact the surgery.

Three written complaints were discussed and reviewed. All complaints have been replied to and resolved.

AOB

- Alan Wiltshire asked about posting scripts to avoid paying VAT. This was passed to Becky at a previous meeting and was forwarded on to the CCG to investigate. Becky to chase.

Meeting closed at 2.05pm
Date of next meeting: Monday 11th June 2018 at 1pm