

Minutes of Patient Participation Group on Wednesday 8th August at 17:00

Apologies: BJ, JS, WW

Present: Christine Sanderson (CS, Practice Managing Partner), Haroon Bashir (HB, Clinical Pharmacist), Michael Land (MJL, Administrator), CO'S, BO'S, MF, MMF, MW, CA, KM, JM

Previous Minutes

Minutes recorded as correct.

Pharmacist – Haroon Bashir

HB introduced himself as a trainee clinical pharmacist with the Practice as part of an NHS England pilot programme. HB described his current role involves handling medication changes from the hospital when patients are discharged, telephone reviews for patients on stable medications, and dealing with general medicines queries. CS noted that because the programme is dictated externally, HB hasn't yet reached the stage where he can do face to face medicine reviews, though when he has the Practice is looking to utilise him alongside the chronic disease reviews to create a simpler process for patients and improve the quality of the medication review.

Electronic Prescriptions

MF raised an issue with prescriptions being sent electronically without first checking with the patient. CS reiterated that it should always be patient choice, although NHS England is moving towards 100% paperless prescriptions and both themselves and Wakefield CCG are setting Practices targets around sending prescriptions electronically. **Action:** CS will remind staff and GPs to only send prescriptions electronically if the patient has signed-up for it.

Alterations to Prescription Line

Tabled for next meeting.

Alterations to Sit & Wait

CS briefly explained that the Sit & Wait process had recently changed as an outcome of patient and GP complaints. Patients are now required to first ring into the Practice to book onto the clinic. This is to give the staff an opportunity to care navigate patients in order to reduce inappropriate GP appointments and improve the patient experience. For example, patients were attending the Sit & Wait clinic for repeat fit notes, whereas the Practice policy allows the staff to send a message to a GP to do it without seeing the patient unless the GP states otherwise. This an example of saving time for the GPs who can then see the

patients who need to be seen, and the patient saves time and energy by only coming to the Practice to collect their note.

Practice Merger Progress Update

CS noted there had been little progress since the last meeting as the Practices involved need to gain the approval of the CCG and meet certain governance criteria.

Next meeting will be held on Wednesday 10th October 2018 at 17:00

Future meeting dates:

Wednesday 12th December 2018 at 17:00