

3 Villages PPG Minutes of the meeting held on 25th July 2018

Present : John Sabin (Chair) JS; Paula Collins (Practice manager) PC; Marion Griffiths MG; Irene Arrowsmith IA; Carol Longmore CL; Dr Foulds (Dr F); Alan Watkins AW; Liz Davenport LD; Adrian Head AH; Rev Tom Chapman TC; Linda Sabin LS; Sue Helm (minutes) SH; Colin Burch CB; Liz McPherson – Area Manager Boots Pharmacy for item 3.

1. **Apologies:** Bob Homer; Inge Hill
2. **Liz McPherson from Boots Pharmacy** explained her role within the service and responded to questions from PPG members.
Area includes Amblecote, Wollaston, Stourbridge, Withymoor, Merry Hill, Great Bridge, Dudley – 15 stores in total.
The role of the manager is to ensure that all stores are trading legally and are fulfilling their statutory obligations. To ensure that the service to patients is not adversely impacted by national changes.
Boots is owned by a private equity company but operates under the tradename of Boots as this is a well-known and trusted brand name.
All pharmacies are part of a national funding process.

Q – What impact has POD Prescription Ordering Direct had on Boots?

A – POD has had a negative impact on the workload of all pharmacies as there is no longer any advance notice of how many orders have been placed and how many need to be dispensed on a daily basis. Affects drug levels in pharmacies.

Q – Wollaston pharmacy access via ramp – lack of handrail makes accessing the pharmacy difficult for some patients – request for a handrail to be installed – LM noted this and will request permission from landlord – following meeting LM has arranged a meeting with the landlord.

Supply of drugs – there is a standing operating procedure so that if drugs cannot be obtained within 3 days the pharmacy lets the GP know. Boots are restricted to suppliers whereas independent pharmacies are not.
If the pharmacy cannot supply all of a patient's prescription they should issue an owing slip to the patient – this is not always done at Wollaston – **Action :LM to action with the pharmacy**

Q – Can unopened medication be reused?

A- To reuse medication including unopened syringes is fraud so the answer is no.
Returned medications are disposed of by the pharmacy and sent to a disposal company.

The committee thanked Liz McPherson for attending the meeting.

3. **Minutes of the last meeting 23rd May 2018** – all agreed as correct
4. **Matters arising from the minutes**
 - a. Item 4 – PPG email and contact number – PC confirmed that this had been changed
 - b. Item 10 - CB to contact Public Health England re prostate testing

5. Wollaston Surgery

First public meeting held on 25th July 2018 at 3.30pm in Amblecote Church Hall. Numbers attending to be confirmed by practice.

Next public meeting is Wed 8th August 2018 at the church hall in St James's Church, Wollaston at 7.00pm.

Question raised from the meeting re landlords – Dr F confirmed that the 3 landlords referred to at the meeting are the partners – Dr Tapparo, Dr Foulds and Dr Wild. The premises are not owned by the practice.

Question raised re CCG meetings and access to information - CCG board meetings can be attended by members of the public and there are some lay representatives on the board.

6. Report from localities meeting – LS – see attached notes

7. POPS meeting 7th June 2018 – SH attended in place of IA – notes attached

8. NHS 70th Tea Party event –

Minibus of tea party patients attended and all seemed to enjoy the event. Thanks were given to helpers on the day. Much appreciated by Helen Codd from CCG and success of the event overall.

Nominated for an award on the day but unsuccessful - ** Award presented to tea party volunteers at tea party on 26th July and also to Steve Sharples ex chair of the group.

9. Complaints

Complaint put in in March 2018 re patient discharges from hospital – still waiting for a reply. SH confirmed that this had been raised as an action point for the CCG board at the POPS meeting.

10. Any other business

- LS - **Tea Party 26th July** – Dr Tapparo due to attend
- Dr F- **Signposting project update** – streamlining of appointments being done. Dr Uppal completing audit to see if GP appointments being utilised effectively.
- Training for reception staff taking place so that they can ask why the patient needs an appointment.
- LS – **Patient Access site** – names and address of patients no longer confidential – Dr F expressed surprise – to be checked.
- CB – **Trading Standards Dudley MBC** attending July tea party to talk about scams

11. Date of next meeting – Wed 26th September 2018 6.15pm