

## Patient Group Meeting 27<sup>th</sup> Oct 2015 Minutes

**Present: MG, GR, EH, HD (patients) TM, SAP, (Practice representatives)**

**Apologies: DR**

### **Minutes of the last meeting**

The minutes and agenda had been circulated prior to the meeting inviting comments from the members. 19<sup>th</sup> May 2015 minutes were agreed as a true record.

### **Matters Arising**

#### **Item: Feedback from Rotherham Network Patient Group Meeting**

Our representative had been unable to attend March 2015 meeting however she highlighted from the minutes that the **Commissioning** budget needs to be balanced as currently 4 million overspend.

#### **Item: Feedback**

Caller display in the waiting rooms – this was now working better and the group agreed had much more useful information included. The group agreed to contribute any other suggestions as to what we should include on the display.

#### **Item: Staff and Patient issues**

SAP contacted MG and our website was amended accordingly

### **Medication waste**

A member of our pharmacy team joined us to give the group an overview of the medicines waste campaign which Rotherham Clinical Commissioning Group (CCG) is running. The CCG consulted with all stakeholders i.e. patients, nursing homes, chemists on how best to approach the campaign.

Wasted medicines cost the NHS in Rotherham around £1.5 million a year, money that could be spent on patient care.

4 reasons were briefly highlighted:-

- Sense of entitlement by patients who whether they need the medication or not, order it
- Lack of education surrounding medication usage
- Medication errors
- Pharmacies ordering in patients behalf

There are three ways to tell the pharmacy team that medicines are piling up and you are unsure what to do about it?

- Telephone the MedLine 01709 308999
- Complete a form which is held at our reception
- Email your contact details too [medicines.waste@rotherhamccg.nhs.uk](mailto:medicines.waste@rotherhamccg.nhs.uk) and they will call you.

## **Feedback**

Family and Friends May to September 2015 comments, displayed and reviewed. The results showed a consistency in the percentage of patients that extremely likely to recommend our service.

84% May  
86% June  
84% July  
86% Aug  
81% Sept

The comments were consistent :

- Access to preferred GP quickly
- Local number
- Issues with the self check in screen – this is currently not working and the practice is investigating the purchase of more modern machines

Patient Information Leaflets are held in our waiting rooms inviting patients to take one with lots of useful information in them.

## **Nurse questionnaire**

This survey was run in June as our nursing team wished to delve further into the results of our intelligence monitoring banding. This results was displayed and were overwhelmingly positive.

## **Feedback from Rotherham Network Patient Group Meeting**

The next meeting is 1<sup>st</sup> December at Carlton Park Hotel between 2pm and 4 pm. Please contact Helen Wyatt 302042 if you wish to reserve a place.

Changing face of GP Services Event 19<sup>th</sup> November 2pm to 4pm New York Stadium. Please contact Helen Wyatt 302042 if you wish to reserve a place.

## **Appointment of a secretary**

## **Staff and patient Issues**

## **A.O.B**

## **Next meetings:-**

Tuesday 9<sup>th</sup> Feb 2016 (TBC) at 12 o' clock Clifton Medical Centre/RIO meeting room