



Budleigh Salterton Medical Centre

Patient Participation Group

Meeting Minutes

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| Meeting Date: | Tuesday 4 th September 2019 | Start Time: | 12.00 |
| Location: | Budleigh Salterton Medical Centre | End Time: | 13.00 |

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| Present: | Peter Frean (PF); David Forward (DF); Robert Harland (RH); Chris Kitson (CK); Sue Lake (SL); Richard Mejzner (RM); Jacqui Ruhlig (JR); Richard Waller (RW); Judy Wright (JW); Mike Rice (MR); Kathryne Blurton (KB); Lisa Smallacombe (LS) |
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| Absent: | Debbie Mitchell (DM); Mark McGlade (MM) |
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- 1. Previous Minutes:** The minutes of the previous meeting dated 09/07/2019 were agreed to be true correct.
- 2. Welcome and Apologies:** Apologies have been received from DM and MM.
- 3. Guest Speaker: Ellis, Lloyds Pharmacy:** Ellis sent his apologies. A new date will be rearrange.
- 4. Practice News:** The first of this year's Flu days will be on Saturday 7th September 2019. This is strictly for the over 65's; flu vaccines for the 'at risk' category patients will not be delivered to the practice until October. There will be two more flu days; one in October and one at the beginning of November. With pharmacies offering the flu vaccine free to patients who qualify for them General Practice must try to ensure that they do not lose out on this valuable income hence the first flu day being at the beginning of September.

While the practice is open on the flu days there will be collections for two charities; on Saturday the 7th these will be Age Concern and Balloons. Suggestions please for any other charities.

7 medicines or more Article

RM – within a practice such as ours with a large retired population and an aging population in general the amount of people on 7 medicines or more is significant and people live with many long term and chronic conditions. In secondary care there is a tendency of consultants to focus on their speciality only and drug trials tend to concentrate on a specific drug and not link with others.

Advice to patients to be in the next newsletter – stress importance to attend for medication reviews and monitoring in the forms of blood test and blood pressure monitoring.

Reassure patients that the practice has protocols in place that highlight contraindications; Ardens templates and Systm 1 inform the prescriber if there are contradictions when prescribing. Pharmacies also have a responsibility when dispensing medication to check for contraindications and they contact the practice should they have any concerns. It is for this reason that it is suggested that patients stick to one chemist and build a relationship and history with them thus creating a robust medications history.

Patients in nursing and residential homes especially, tend to be on a significant amount of medications and it can be hard to stop these once they have been started although with regular reviews and discussions with the specialists at the Hospitals sometimes decisions can be made to reduce the number of medications that people take.

KB raised the question of when patients take over the counter medications that it would be useful if patients inform their GP, especially if they regularly take medications such as aspirin and NSAID's

Chronic Disease v's Long Term Conditions

Letter has been received in which a patient was upset by the term 'Chronic Disease' by which they felt that their condition was likely to lead to an early mortality when they may have had something like mild hypertension. RM agreed that the word 'disease' may imply that the patient was suffering from an illness when in fact if they have a condition like hypertension which if correctly managed means the patient will suffer no ill effects.

It was agreed that the letters sent from the practice will change their wording from Chronic Disease to Long Term Condition but with an emphasis on the importance of patients attending regular monitoring and review

5. **Friends and Family test – MR to discuss.** The practice performs better than both the National and Regional averages.

As of next year the question will be changed to something like 'overall how would you rate your visit today' which is a more suitable question to ask people attending a GP surgery

The satisfaction rate was even across all age groups although the proportion of people filling in the questionnaire was significantly higher in the oldest age category which reflects the population of the practice.

Criticisms have come in the form of patients being lost to follow up and these have been taken to DM who looks into this and also the appointment system and desire for more appointment to be able to be booked in advance. To this end it was agreed that in the newsletter it should be emphasised the positive nature of the friends and family test results and highlight that now 25% of appointment can be booked in advance. There will be up to date information about patient can now book appointments online as well as through the usual channels as well as using eConsult. In addition, where a patient has a specific complaint or question it would be useful to have their name.

6. **Devon PPG.** SL reports that there has not been much happening over the summer and local PPG meeting is next week. A difficulty is that different PPG's across Devon have different needs specific to their patients. SL will report back to the PPG if there is any news.

7. **Family First Aid.** Saturday 2nd November 10:00 – 12:00

To focus on childhood trauma – Q&A sessions, information about the full first aid course to be available for those people who are interested.

Steve Hitchcock is to liaise with Peter Halford at Drakes and Otterton to engage the parents and encourage them to attend this useful event – schools to choose charity to donate proceeds from cake sale (donations needed). Schools to advertise within their communities. Practice secretaries to design poster.

CK will organise the kitchen with the help of volunteers.

8. **Cheese and Wine evening.** Wednesday 9th October 18:00 – 20:00, conference room at The Budleigh Hub. DM to organise the cheese and wine. 17:15 -17:30 set up aim for 18:30 start time for the talk

Hopefully there will be a cardiologist to discuss statins and many people are unsure about the benefits and in what cases they are indicated. Statins make a regular appearance in the press. RM to stand in if cardiologist is not available. Practice secretaries to design a poster for this event. This event needs to be advertised – room can seat 45 and hold up more standing.

9. **Any other Business/matters arising.**

- i) **Ellis and Lloyds pharmacy** – need to rearrange meeting and possible set up another presentation in conjunction with the surgery to address statins. KB also mentioned that Ellis has an 'unusual for you card' which he can hand to patients to bring to the surgery.
- ii) SL has brought up the use of plastic bags by Lloyds pharmacy and has received a reply from customer care. Some prescriptions, including the majority of the repeat dispensing drugs, are outsourced to Bristol where they are made up and packaged – an automised centralised prescription process - then sent back to the patients' local pharmacy. These medications are returned in plastic bags. Ellis has said that by using this service he is able to access medications more efficiently and quicker than putting in an order and waiting for them to be delivered.
as a side to this debate KB looked at the letter regarding repeat dispensing and saw the need for this to be tweaked slightly as it can be misleading as to what the patient is required to do.
- iii) **Firs spot purchase beds.** This has ended for the current year but it is likely to start up again in the winter as the system worked well and was found to be very useful.
- iv) **Rose Lodge.** Residents at Rose Lodge in Exmouth are now to be registered at the Practice.