

Practice Patient Panel Meeting 15th January 2018

Attended by:

For the Practice Patient Panel

Colin Stiff
Val Dixon
Pauline Edwards
Colin Farlow
Arthur Harman
Liz Rhodes (Chair)

For the Practice

Andy Potter - Practice Manager
Dr Hamish Duncan - GP

Guests

Ebbie Peters - Wellbeing Exeter

Apologies from PPP Members

Ruth Sanders, Ann Davis, Dave Moulder, Kirstie Parnell

(1) Agree minutes of the last meeting and any matters arising

Duly agreed with no matters arising that did not appear elsewhere on the agenda.

(2) Recent closure of hospital beds by the CCG ... and its knock-on effect (CS)

There was no clear information available here, although anecdotally there were cases of higher levels of very dependent patients in some Nursing Homes. Agreed that possible sources of information might include:

- Evidence of increased referral rates.
- The Exeter PP group might be usefully asked for any evidence member practices had available.
- Healthwatch locally might well investigate this.

Agreed in the first instance to raise this at the Exeter PP meeting in February.

(3) Ebbie Peters - Community Builder - Wellbeing Exeter (WE)

We welcomed Ebbie to the meeting. Under the auspices of WE, the so-called *Community Connectors* worked on a one-to-one basis with patients whose needs were seen as broader than simply medical/clinical. Patients might need support to attend health/social interventions, such as a gym, slimming club, a social activity, etc. Issues around social isolation, loneliness and lack of confidence were often addressed.

In contrast, Ebbie's role was that of a *Community Builder*, working with a broader remit to help develop community resources to provide a wider benefit. Recent successes included a Healthy Eating project, gardening schemes, walks and other fitness initiatives.

Ebbie had not yet seen the Broadclyst premises and AP agreed to facilitate a visit there shortly. Also suggested Ebbie might speak to the GP Partners at the start of their next Partners' Meeting on 21st February and AP would see if this were possible.

Ebbie might have some publicity material suitable for display on the waiting room TV screen and would contact AP regarding this.

(4) Update on the guidance on how the disallowing of Over-the-Counter (OTC) medicines on prescription has been implemented ... and any patient response (AH)

The idea that GPs limit the issue of OTC medicines on prescription had been policy for some time. Most recently, more stringent rules had been implemented on the issue of Gluten-Free items to adult patients with Coeliac disease. This had not had much impact in our Practice, partly because such foods were now much more widely available and partly because our patient population was not particularly deprived.

The NHS had thus far stepped away from making restrictions on the prescribing of OTC medicines mandatory on GPs, although many GPs said they would welcome a clear and unambiguous approach. All we could do for now was to encourage/inform/cajole patients into making common sense decisions that would help conserve NHS resources.

For information AP tabled a list of all the conditions for which it was felt that restrictions on prescribing could be made. This is attached right:



Restricted
Prescribing

(5) Misuse of Repeat Prescribing Ordering

Anecdotal feedback suggested that some pharmacies, having '*taken over*' ordering/re-ordering for certain customers, tended to order ALL repeat items - needed or not. Whether this was simple inefficiency, habit or income-generation (?) could not be readily identified. Neither was it always clear what role the patient might play, in ordering items that were not strictly necessary.

Dr Duncan agreed to speak to our CCG Pharmacy Advisor to see if he had any suggestions as to how we might act (and who we should tell) were such concerns brought to our attention.

(6) Health Education Events

CT briefly updated members on the work being led by Dr Neil McLeod to set up a series of educational events across the city. The Exeter PP Group was working with Exeter Primary Care (EPC) on this. As part of that joint working, it was suggested that such events could reach a wider audience by being recorded, made available on YouTube and with links from the EPC Website.

(7) Any Other Business

Pinhoe Library/Community Hub – Val provided an update

Things were moving along with a business plan in preparation. A good news story was the support of Sports England in covering the cost of new changing rooms and relocating the play area. Such costs had originally fallen to the Community Hub project. The steering group was to meet with architects next week, prior to the imminent lodging of a formal planning application. Funding was progressing well, with 300K yet to raise. A fete was planned for 30th June.

Alzheimer's – Patient Education Materials

AH had access to some information that could usefully be displayed on the Waiting Room TV screen and AP asked him to email the details.

(5) Date of the Next Meeting

Agreed as Wednesday 11th April 2018 with Arthur to chair.