

Thaxted Surgery – Patient Participation Group

Minutes – 16 November 2017

Present: Pamela Gale; Jon Spencer; Keith Isgar; Jo Curtis; Michael Delahooke; Joan Greenfield; Dianne Claxton; Sue Bush; Joan Gray; Chris Rengert; Sheilah Rengert; Trina Mawer; Margaret Legg; Hazel Angus; Sara Carruthers (practice manager); Jessica Peck (deputy practice manager);

Apols: Diane Drury; Jill Russell; Lowie Massey; Sheila Roberts; Carol Skelton; Harry Ellis; Brenda Clarke; Pat Bricheno

Medicines Champions and Medicines wastage

Hazel Angus, pharmacist from West Essex Clinical Commissioning Group (WECCG), talked about the challenges of medicines wastage, estimated to be £300m pa nationally.

Key current themes for WECCG pharmacy team are:

- Avoiding stockpiling medication
 - West Essex has a monthly ordering policy (but will allow up to 3 months for holidays at GPs discretion).
 - Patients are requested not to reorder if not needed
 - Patients encouraged to discuss any issues leading them not to take prescribed medication, rather than stockpile it.
 - Patients to look out for notification that medication review is due, and discuss any issues with the doctor next time they see them, or make an appointment if not expecting to see the doctor soon.
- Reducing antibiotic use because of antibiotic resistance
- Avoiding long-term use of sleeping tablets like zopiclone, which should only be used for a few days to reset sleep patterns
- Reducing LT use of pain killers – high doses are not effective long-term.
- Ensuring patients use devices (e.g. inhalers) appropriately. E.g.
 - Aerochamber/volumatic recommended to all patients on metered dose inhalers,
 - Rinse mouth after using ICS inhaler
- Getting the interface between primary care and secondary care right
 - GPs carry medico-legal responsibility for every prescription they give. They must be happy that they understand the drug and have all the relevant information about the patient before they prescribe. They therefore may refuse to prescribe drugs suggested by consultants.
 - There are some drugs that secondary care should initiate themselves, and make sure patient stable before asking GP to take over.
 - This can lead to friction and debates between GP and hospital, which patients often find hard to understand.

Thaxted surgery is working on these areas under WECCGs guidance. The PPG discussed how to get the messages across to patients more broadly, and agreed the following:

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- Use the new information board in the surgery to help educate patients.
- Set out key messages in surgery newsletters and on the website
- PPG members agreed to e-mail Sara about what they had learnt today that they didn't already know, so that we can narrow down messages we need to get across.

WECCG is currently setting up a “medicines champions” patient group to help with the education challenge, but it is early days. PPG agreed that they would be happy to be involved as and when this group takes a clearer form.

Warfarin

PPG members noted issues around warfarin prescribing, and expressed a preference for the surgery to do INR calculations and determine dose on the spot, rather than send bloods to the lab, who contact the patient, who contacts the GP, who has to prescribe on the basis for what the patient tells them the lab has said.

Sara noted that this is technically possible, and the surgery would be in favour. However, it needs to be funded by WECCG. Hazel noted.

Extension Update

The surgery discussed draft designs at the last PPG meeting in July. In August, drafts were issued to Parish Council, Neighbourhood Plan Group and neighbours, who gave some initial feedback. At the same time, survey work came up with some technical issues around drainage and sewers.

The Surgery's architect has been doing some rework to address both the feedback and technical issues with Anglia Water.

The new design reduces the bulk of the extension, by dint of doing more refurbishment, and wrapping the extension around the existing building a bit. It also creates more space and light between the extension and our neighbours.

Right now, the surgery is happy with the internal layout, and our architect is working on the externals. NHS England and West Essex CCG are happy with the changes from the last design, and we are hoping to submit for planning very soon.

PPG reviewed the internal designs, and agreed that Sara should contact Parish Council and Neighbourhood plan group inviting them to a meeting at the surgery to review both internal and external design.

Fund Raising Update

Chris Rengert (treasurer) confirmed that the fund raising account is now in place and



Donations Statement
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presented financials.

The fluathon went extremely well. The fund raising group held a bottle tombola, cake stall, and served coffees, raising £494. Most importantly, the waiting room was transformed as

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patients sat down to talk to each other and have a hot drink. The surgery thanks the many people who helped.

The next event will be the Christmas raffle.

Physiotherapist in General Practice

The practice is piloting physiotherapist assessments in general practice starting in December.

- 20 minute appointments for assessment (not treatment)
- Advice and exercises
- Prescribing for pain killers if appropriate
- Referrals for investigations if appropriate (X-ray/ultrasound/ blood tests/MRI/Nerve conduction)
- Referrals to consultant, pain clinic or physio for treatment if appropriate.

PPG members were supportive of this initiative, and agreed to let us have any feedback.

Frailty reviews

The practice is piloting frailty reviews. These are extended appointments with Health Care Assistant followed by GP. The appointments are an opportunity to review a range of factors including:

- Mobility
- Vision and hearing
- Memory and mood
- History of falls and bone health
- Life style (smoking, alcohol, exercise)
- Social factors and Support network
- Medication

The aim is to be more proactive, anticipate issues and keep patients from becoming severely frail for longer.

Patients are being chosen using frailty algorithms provided by WECCG. The algorithms are an indication, but fallible.

PPG members who had received letters of invitation felt that the letter was not clear. Sara agreed to review this with the surgery team.

My Care Records update

My Care Record is on hold at Addenbrookes because of a change in IT leadership. The PPG expressed that this was disappointing, given that they had agreed that the surgery should proceed with My Care Record on the assurance that Addenbrookes would launch this Autumn.

Sara agreed that the surgery would not proceed until Addenbrookes were ready to launch.

New information board

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West Essex CCG has provided the surgery with a new televisual information board in the waiting room. 2/3rds of the content is controlled by WECCG, with the surgery adding 1/3. The sound is currently turned off.

Feelings were mixed among the PPG, noting that it is hard to see, people don't tend to look at it much, but children like it. Sara reported little direct feedback from patients. PPG discussed turning sound on, but agreed to leave it as is for now. To be reconsidered as part of building extension/refurbishment.

Mental health service changes

Sara reported that Mental Health adult service is under renegotiation. There has been a lot of discontinuity over the last year, with psychiatrists leaving, and locum cover. It looks likely that our psychiatrist support will be provided by EPUT (Essex Partnership University Trust) going forward, rather than Cambridgeshire.

Wrt elderly patients, the potential impact for Thaxted patients is:

- The psychiatric support may be better integrated with the community psychiatric nurses (who are already from EPUT)
- EPUT appear to be committed to running clinics in Saffron Walden, but patients may be asked to travel to Harlow for (e.g.) scans to diagnose dementia.

The situation related to non-elderly patients is still very unclear.

PPG members noted that they had already felt the impact of some of this, and particularly discontinuity of care. They noted that the elderly psychiatrists and geriatricians in Cambridge were very high quality and expressed concern that the quality might not be so excellent going forward.

Dates for next meetings

- Thursday 8 Feb 2018 – 10am
- Thursday 7 June 2018 – 10am
- Thursday 4 October 2018 – 10am

Meetings will be at the Thaxted Guildhall.