

MINUTES OF A MEETING OF LISTER MEDICAL CENTRE PATIENT SUPPORT GROUP WHICH TOOK PLACE AT ST.JAMES CHURCH ON WEDNESDAY 11TH OCTOBER 2017 AT 12 NOON.

Light refreshments were available until 12.15pm.

Present: Officers: Sheila Smith and Moyna Strowman. Members: Michael Carr, Eddie Collier and Margery Collier, Barbara Foster, John Frazer, Marlene Heinecke, Doctor Mistry, Pat Robey, David and Lillian Swallow. Practice representatives: Karen Cakmak (Practice Manager) and Teresa Jones (Reception Lead). West Essex Clinical Commissioning Group representatives: Anita Millar, George Morgan and Anurita Rohilla.

1. Sheila Smith took the Chair in the absence of Brian Cooper through illness. Sheila welcomed everyone and thanked them for coming,
2. Apologies for absence were received from Brian Cooper (Chair), Isabel Eckersall, Tricia Fitzgibbon, Lyn Merrell, Jim Mindham and Doreen Smith.
3. Minutes of the meeting held on 7th September 2017 had been circulated before the meeting. There were no amendments save for the inclusion of David Swallow as an attendee. Subject to that amendment the Minutes were approved as a true record of the proceedings.
4. There were no matters arising.
5. Report by Chair – in the absence of Brian no report was possible.
6. Report by Sheila Smith regarding fund raising. On flu-jab day 23rd September 2017, a clear profit of £72.00. (inclusive of donations) was achieved running 100 to 1. All tickets had been sold by 11am. Winner was notified and paid a prize of £30.00. and a notice to this effect was pinned to the Practice notice board.
7. Report by Practice Manager: Karen reviewed matters raised at the last meeting. The new building remains on track. Currently reception staff is being recruited to replace those who have left the Practice. As to the chosen artist for the sculpture for the new building, he will be attending the next meeting in February 2018.
8. Sheila invited Anurita Rohilla to give her talk: using her notes, Anurita set out the objectives concerning the saving of money concerning the unnecessary prescription of certain medicines and the high incidence of wastage. West Essex Clinical Commissioning Group (the CCG) buys the health service for the region. GP prescribing budgets for Lister Medical Centre currently amount to 2.4 million pounds (13 million pounds for Harlow in total). For the whole of West Essex the total is £42 million. A local consultation concerning over the counter medicines has now closed. Over 1million pounds is spent from the budget for these medicines. A National consultation on this subject ends on 21st October. Removing prescription of gluten free foods consultation closed in June and the results are awaited. However, some groups have already removed gluten free foods from their prescribing. One hundred thousand pounds is spent on hay fever sprays and tablets. A list of drugs that should not be prescribed is being up-dated. 89% of patients do not pay for their prescriptions.

Money wasted on unused medicines is huge: Nationally it is estimated at 300 million and in West Essex 3 to 4 million pounds. 58% of repeat prescriptions are over-ordered. In this context it was

suggested that a patient check the contents of the bag before leaving the pharmacy so that any unwanted item may immediately be returned to the chemist. It is essential to do this before leaving the chemist shop as once the medicines leave it, they cannot be re-used by the chemist.

Patients should be given good advice on how to store and use their medication. Currently about 50% of patients do not read or follow the directions given by their doctor. Patients should ask their pharmacist if they are unsure. Most pharmacies have a consulting room which may be used for this purpose. Lister Medical Centre has a clinical pharmacist who is available to review a patient's medication.

All patients should always tell their doctor if they are self-prescribing and taking over the counter medicines whether they are homeopathic preparations or of any other type.

Groups were asked what would be the best way to make patients aware of the cost of prescriptions. They said: "T.V. screens in surgery waiting rooms", "Posters", "Receptionist triage – directing patient to the pharmacist instead of a doctor" and "Medicine champions". On this last subject our group was asked for volunteers to become medicine champions. Moyna Strowman and Lillian Swallow showed an interest. Meetings are held every 2 months at St. Margaret's hospital Epping.

Anurita was unable to complete her talk and said that she would like to come to our February 2018 meeting to continue and provide up-dated information arising from the consultations. Sheila thanked Anurita .

9. Rakesh our local Pharmacist at Metwest Pharmacy introduced himself to the Group. He started work at the Practice in Staple Tye 5 weeks ago. He will be one of the pharmacists at the new building. He works closely with Karen and the clinical pharmacist at Lister Medical Centre. In the new building there will be 2 consulting rooms available to patients who seek advice or wish to discuss their medication. There will be 2 pharmacists on duty in the new building every day. Services offered by the pharmacy will include medicines review, flu jabs, smoking cessation. Medicines returned to the pharmacy during October as waste filled 20 black bags. Sheila thanked Rakesh.

10. Anita Millar spoke about non-urgent patient transport which has been made the subject of a review. New criteria will be applied to check the eligibility of those seeking to use the service. It has been estimated that 80% of current users are able to use their own or public transport to get to their appointments.

11. Speakers for the next meeting: Anurita Rohilla and the appointed artist for the new building.

12. Any other business: Next meeting will be on 14th February, 2018 at St. James Church at 12 noon. There being no further business Sheila closed the meeting and thanked everyone for coming.