



AIRE VALLEY
SURGERY

Patient Participation Group

Thursday 26th October 2023

Aire Valley Surgery, Rawdon Site

MINUTES

Attended:

Aire Valley Surgery:

Victoria Johnson – Practice Manager

Katie Taylor - Advanced Nurse Practitioner

Simon King - Advanced Nurse Practitioner

Emily Turner – Lead Pharmacist

Donna Stansfield – Pharmacist technician

Shannon Pickard – Admin Assistant (Minutes)

PPG Members

Helen Julie (HJB)

Laraine (LR)

Julia (JB)

Nicola (NB)

1. Welcome

Victoria welcomed everyone to the meeting and explained the plan



for today`s meeting was to firstly re-cap on the last PPG meetings and discuss today`s topic which is Prescription Processes.

2. Format of Minutes

Victoria confirmed that minutes need to be converted to PDF so all members can access them.

3. Recap of last meeting agendas:

Victoria recapped briefly on the previous meeting agendas which included:

- Review of the referral process
- Test result systems

Victoria also advised there are now posters around the waiting room, water around the waiting room and she hopes this has been recognised as she advised she wanted to make these things happen. She advised that if there isn't enough time in today's meeting, we will look to get feedback a different way.

4. Updates from across the practice:

Victoria advised that there has been quite a lot of change since the last PPG meeting including some new doctors which have settled in great. Catherine Davies, Rebecca Muhl & Sophie Darbyshire. Katie Taylor also advised that she has a new Practice Nurse in her team Emma Marsh who previously worked in community nursing for 18 months. Simon King advised of his changes of working pattern which includes 2 days a week one at Yeadon & one at Rawdon.

Victoria advised there is a Newsletter due in November as it hasn't been done since July so everyone can look out for this coming.



Victoria advised they are currently looking for new PPG members so if the current members know of anyone who would be interested to please let them know to get in touch about signing up.

5. Prescription Process

Emily Turner & Donna Stansfield spoke regarding the prescription process. They started off by explaining the repeat prescription process, which can be done in several different ways including: Paper request, online request, on the NHS app, electronic repeat dispensing, urgent request (Pink slip handed to reception) or by calling 111.

Donna Stansfield spoke on how electronic repeat prescriptions work. She advised it can be done if the medication hasn't changed in 1 year. She advised this can help patients by saving them time traveling to the chemist to collect their prescriptions. Emily Turner advised that currently around 10% of their patients are currently doing this however it is not suitable for everyone.

Donna Stansfield spoke about how the patients can make a request for the electronic repeat prescriptions. She advised she can set this up with the patient via telephone appointment, face to face appointment & also home visits.

Emily Turner speaks on what happens after patients have requested a prescription and why it can take such a long time for the patient to receive their medicine. She advised there are many things which need to be done before the prescription can be made ready to collect some of these include: Medical reviews, bloods that are due for the patient, shortages on medicine. She advised that checks also need to be done to make sure the medicine is the correct amounts,



for the correct patient and the sticker has been stuck to the correct medicine.

Emily Turner speaks regarding payment for prescriptions & who is eligible for free NHS prescriptions. Payments for prescriptions is a UK national NHS fee of £9.65 which cannot be changed by us at the surgery it applies to all NHS UK prescriptions, however the list below are the people who are eligible for free UK NHS prescriptions:

- Age 60 or over
- Under 16
- Age 16-18 in fulltime education
- Are currently pregnant or have has a baby in the last 12 months.
- Have a specific medical condition.
- Have a continuing physical disability that prevents you going out without help from another person.
- Are an NHS inpatient.

You're also entitled to free prescriptions if you or your partner (including civil partner) receive, or you're under the age of 20 and the dependant of someone receiving:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- Universal Credit and meet the criteria.

Emily turner talks about the Prescription pre-payment certificate if you are currently paying for prescriptions. This is available to buy the price is £111.60 for 12 months working out cheaper if you have 12 or more prescriptions within 12 months. The PPC covers all your prescriptions for that period no matter how many you need.



Emily Turner advises that some medicines have been added to a category where we would advise patients to buy these things from the shop or chemist & not request these as a prescription as it saves the NHS time & money. Some of these things include medicine like: Paracetamol, ibuprofen, antihistamines and any other over the counter medication.

JB advised that she still cannot get access to the online account for NB to request her prescriptions for her. Victoria advised it maybe easier if JB creates a password and email for NB and she logs on as her so she can request it through her own online account. (A reminder for Victoria to check NB record to see why JB cannot access the prescription for NB.)

HJB advised that she keeps getting a random amount on her prescriptions some months she is short and some months she has too many. She advised that she has spoken to the pharmacist regarding the prescription amounts which is very annoying and frustrating as nothing has been done about this. She also advised that the only way for her to get the correct amount was for her to take a higher dose earlier than required which she wasn't happy about as the change of the dose was not for the correct reasons.

Victoria advised that having pharmacist's within the surgeries is fairly new within the last 10 years. She advised that sometimes patients want to book an appointment with a doctor regarding their medication when sometimes its more convenient for them to speak with the pharmacist as they have much more experience within Medicine & can advise their knowledge without contacting other staff members for information.



Simon King advised that our team at the surgery is very flexible to what they do within their roles.

Katie Taylor advised once the follow up appointments have been done herself and Suzanne are able to change anything on their prescription lists if they feel comfortable and confident doing so.

Victoria speaks regarding the Physician Associates Dan and Lewis and how their role works. She advised that they can request a prescription however it will need to be approved by a doctor before it can be sent out to the patient.

LR speaks about her mother who buys some fibre gel as it isn't on her prescription list which she takes every day and she wondered how to get this on her mother's prescription list, so she doesn't need to buy it. Emily Turner advised her to contact the doctor and review her list of medications as it could be that they are not aware of her buying the fibre gel & if not they can review it and add it to her prescription list if agreed as needed.

LR advised that she contacted the surgery not long ago for an appointment and she was absolutely amazed and very thankful to get a same day appointment, in which she was diagnosed and treated the same day. She highly praised Aire Valley surgery on this.

HJB advised that she receives a prescription of Gaviscon, and she has recently requested peppermint flavour of Gaviscon three times and unfortunately it has been ignored and she has received now three different prescriptions of aniseed which has been wasted as she cannot stand the aniseed flavour & prefers peppermint.



Emily Turner advised she will need to check with the pharmacists to make sure the notes section is visible for the staff members to make sure they are getting the written notes on the prescription requests.

Simon King advised that the patients are not tied down to one pharmacy & they are free to choose which ever one they prefer if they are not receiving a good service, they don't need to stick with them they can change it.

JB asked a question regarding NB results after she dropped off a urine sample, she didn't hear anything back from that yet. SK advised that we only contact you if there are any concerns with the sample & if all is good with the sample, we wouldn't contact you. So, this means if you haven't anything then nothing is wrong with the sample.

Victoria brings the agenda of the meeting 'Prescription processes' to a close and asked if there is any other business to discuss.

Victoria advised a few things to close the meeting:

- We are very busy with keeping up with the Flu/Covid appointments throughout November & December, hoping to have them all done by mid-December which means opening more appointments up with the doctors and nurses after this.
- Katie Taylor advised that she is always upskilling her staff so they all have more knowledge & being able to deliver as much as they can.
- Victoria advised that currently Katie & Emily are looking into creating a group consultation session to discuss annual reviews etc.



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Victoria closes the meeting for today & advised there next meeting should be the end of January 2024 which we can discuss members thoughts on what we can focus on for the rest of the year.