

PPG A G E N D A

Introductions –

- Maxine Rowley (Business Manager)
- Mercede Kemp (Deputy Operations Manager)

NHS local news (Alan Plumpton)

- CCG Presentations
- Federation – Medication project
- Urgent Care developments

Dr Jackson Presentation –

- Winter draws on
- CQC visit

AOB



CCG - AGM

Federation - Project

Developments in Urgent Care

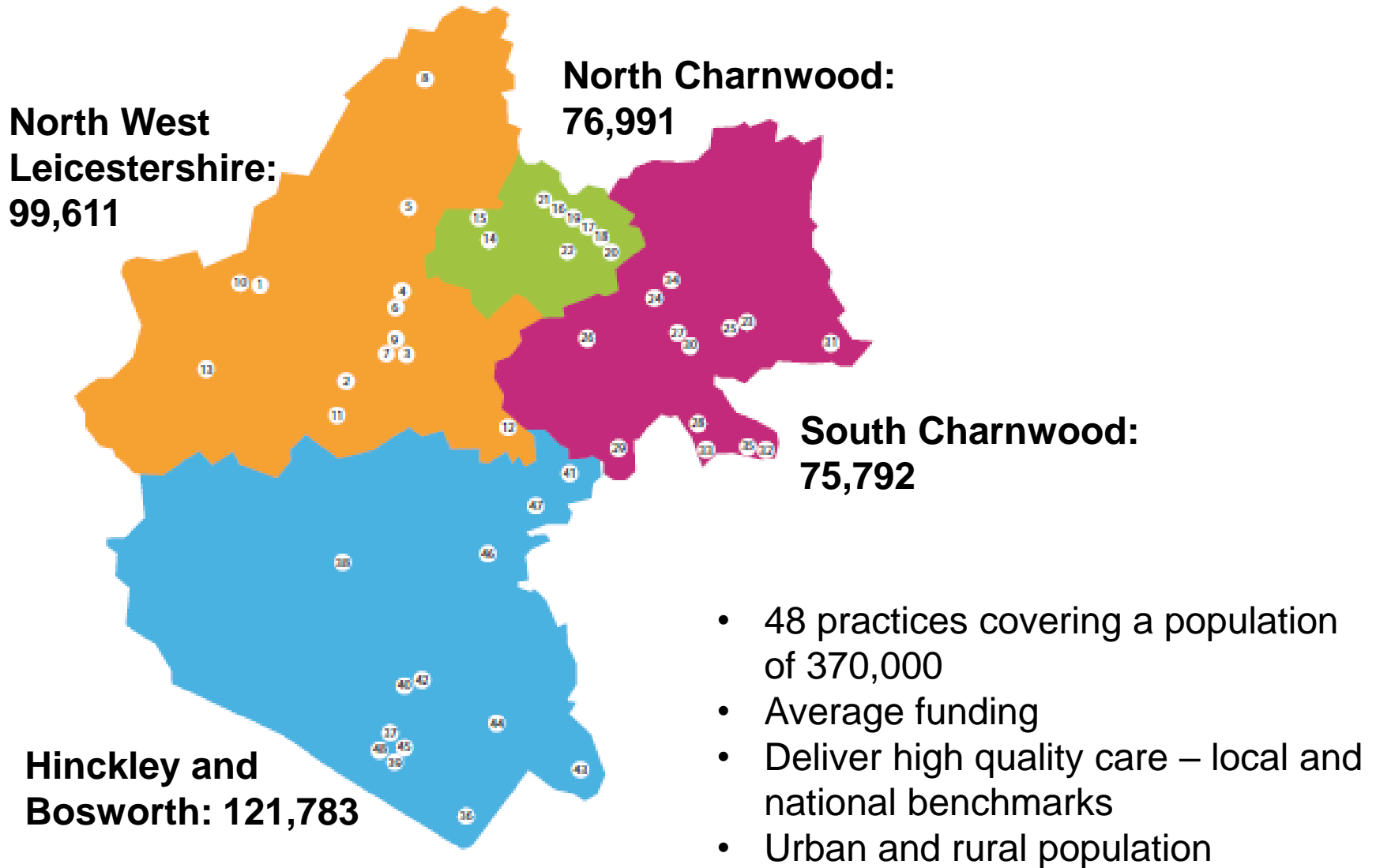
Alan Plumpton – PPG Member

5th Dec 2016

CCG - AGM
20th Sept 2016

Outlining future
plans

The essence of General Practice



ButGeneral Practice is under pressure

Ageing Population

Care homes

Housing developments

Increasing demand

Financial situation

Long Term Conditions

Premises

Practice workforce

What we want to achieve in the future

Increase the proportion of care provided in local communities and people's own homes, reduce the care currently provided in an acute hospital

Reduce inequalities in care both physical and mental

Increase the number of people reporting a positive experience of care

Optimise the opportunities for integrating services

Achieve financial sustainability

Develop our workforce and develop new capacity and capabilities

The revolution has started

- **Our ambition-** that our emerging federations provide the opportunity for general practice to be delivered at population scale providing many of the tests, investigations, minor injuries and minor surgery currently only provided within the hospital setting.



- North Charnwood GP Community Network Ltd
 - Dr Anu Rao
- **Hinckley and Bosworth Medical Alliance**
 - **Dr Will Priestman**
- North West Leicestershire GP Ltd
 - Dr Kirk Moore & Dr Nick Rushman
- South Charnwood GP Network Ltd
 - Dr Trishal Darji

Giving patients a voice to improve care

Locality PPGs working together with GP Federations

All PPGs are invited to send a representative

Act as patient voice to the GP Federations

Locality rep could be on GP Federations pilot test bed or board



Medication Waste Campaign

PPG Network Meeting
Thursday 10th November 2016

Introduction

HBMA's PPG is working in partnership with the CCG and the Federation to highlight the amount of medication that is wasted in the UK.

It is estimated that approximately **£300M a year** is wasted by medicines being unused or inappropriately prescribed in England per year.

In the Hinckley & Bosworth area in excess of 10 tonnes is incinerated annually. Transportation and pollution levels all add to the costs



Leaflets

An interim leaflet has been designed.
This has been distributed by our PPG members;

- At our Patient Engagement Event in September.
- Flu Clinics at our local practices.

Over 15,000 leaflets have been handed out to raise awareness of our campaign.

PPG Members have spoken to both patients and Carers who have confirmed that there is often waste medication that is being stored in patients home , particularly the Elderly.

Your NHS needs you !
Reduce Prescribing Waste

Did you know ?

That unused drugs cost about £ 300 Million a year in the UK on unused or partially used medication?
Even if you never open them, once you leave a pharmacy your medicines cannot be recycled or used by anyone else.

This would pay for ;

- 11,778 MORE community nurses or
- 80,906 MORE Hip Replacements or
- 19,779 MORE Drug Treatment Courses for Breast Cancer
- 300,000 MORE Drug Treatment Courses for Alzheimer's or
- 312,175 MORE Cataract Operations

Think about it !

Before heading to the pharmacy, take a look in your medicine cabinet to see what you actually need.



Hinckley & Bosworth Medical Alliance , a Federation of local GP's , is raising awareness in your local area . Want to help ?
Contact your local PPG at your practice or contact Belinda , Federation Administrator on 07747755836



hinckley & bosworth
medical alliance



Examples of Waste

- Over 94 Inhalers were found in a patients home, at a cost of £3,000.
- A patient has told pharmacist she no longer needs a drug that keeps being delivered. The pharmacist has refused to take away the accumulated medicine.
- A lady who attends hospital had all her medication changed but she still receives both her old and new medication when the pharmacy delivers her medication. She is confused which medication she should be taking.
- One patient whose condition was deteriorating and had presented to her GP 6 times recently was asked to demonstrate how she was using her inhalershe sprayed it into the air like an air freshener
- A Clinical Pharmacist, visiting a patient ,found she was not taking her naproxen, the pile also included diazepam, pregablin, sertraline, the waste medication filled up half a waste bin.



Next Steps



Promoting Our Campaign

- Working with the WLCCG Communications Team we are :-
 - ✓ Producing a Leaflet
 - ✓ Press Release
 - ✓ Social Media Campaign

To highlight the amount of waste in the Hinckley and Bosworth Area

- In common with other areas of the country we would like to develop a “catch phrase”
 - ✓ Great Yarmouth have a campaign called “Open the Bag” encouraging people to open the bag while they are in the Pharmacy, check the medication and give back the medication no longer needed.

Patient Engagement and Education

- Patient who have out of date or surplus medication or dressings are able to take it to their local pharmacist who will dispose of it on their behalf.
- If patients are no longer taking their medication, they should see their GP to have a medication review.

Further Ideas

Put the cost of the medication on the Script ?

- Patients are often unaware of the cost of their medication , e.g. an inhaler can cost £60
- If patients knew the cost would they be more likely to tell the Pharmacy or GP they were no longer taking their medication?

Networking

The PPG members in conjunction with the CCG will hopefully network and cascade the campaign to voluntary groups, WI, Age Concern, Red Cross etc as well as schools if material can be produced to support this.



Keeping You Well 24/7

Integrated care at the right
place and the right time



Vital services must change

Urgent and emergency care services in Leicester, Leicestershire and Rutland need to change



More people have a wide range of urgent and emergency care needs



More than 650 people access A&E and other emergency services at Leicester Royal Infirmary each day.



Patients benefiting from new services

Services for patients in crisis

Including the acute visiting service

Single point of access to on-site and emergency care

For all walk-in adult patients at Leicester Royal Infirmary

Crisis Response Team

For older people in crisis, so we can keep them in their own homes

A range of other new support services

Overnight nursing services, hospice at home,
a falls service, rapid access

A transformation of urgent care



A new model of care

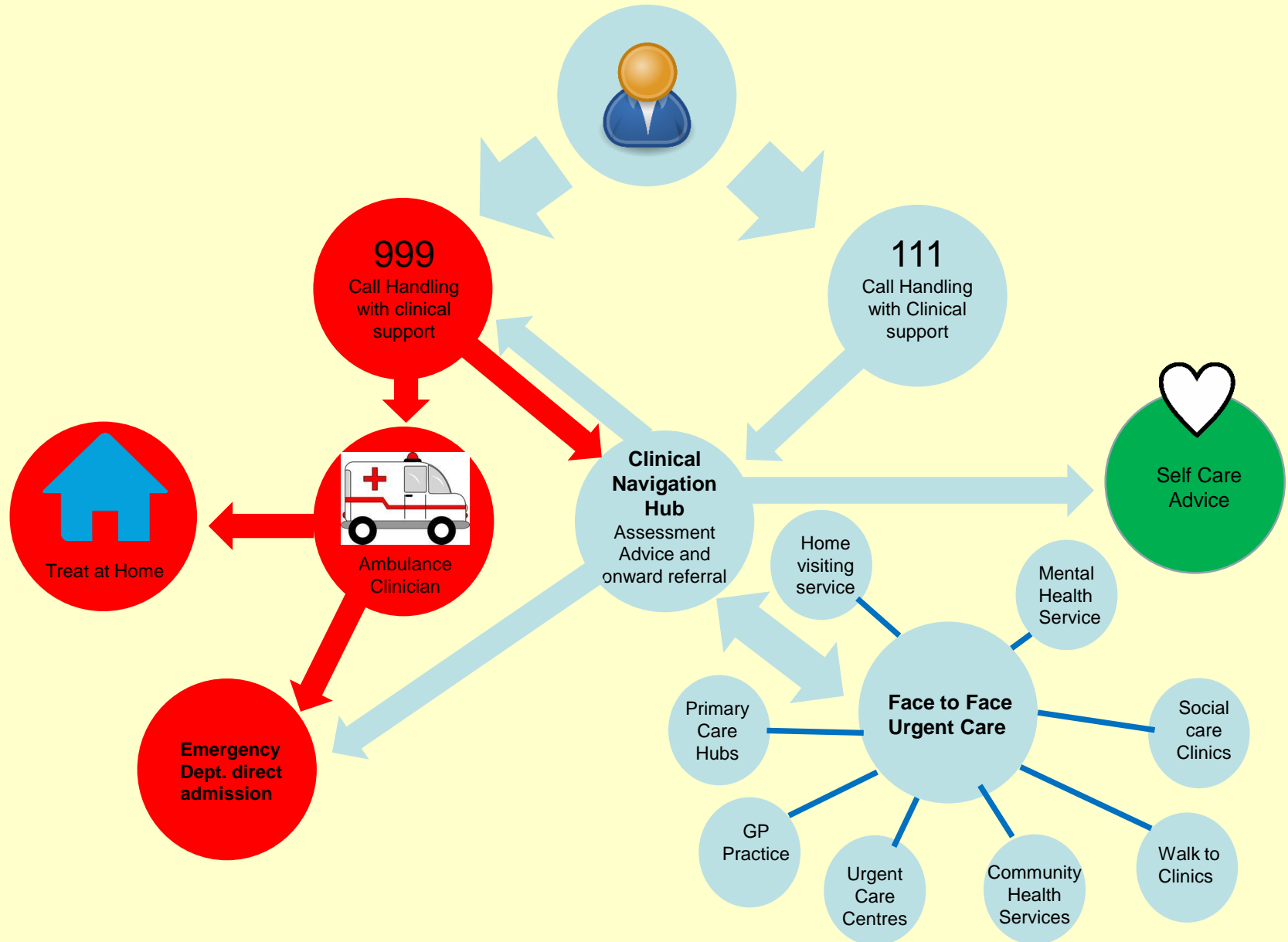
We are introducing a new model of **integrated** urgent care from April 2017.



The right services at the right time

Community urgent care services will be available 24/7, 7 days a week with reduced duplication, improved information sharing and signposting between providers

Handling patients with Care



Appointments at the Surgery

Help Sheet for Barwell and Hollycroft Patient access to SystmOnline.

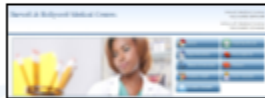
Getting an appointment at the GP surgery can be achieved in a number of ways. Appointments become available at different times in the day and it is important that having made an appointment you cancel it if you find you no longer need it. This makes more appointments available for other patients and removes the necessity of the surgery contacting you to enquire why you failed to attend.

The options available for booking appointments are set out below

1. Call into the surgery and book at reception
2. During your consultation with the doctor ask them to book an appointment for you if they wish to see you as a follow-up.
3. Ring the surgery at 8am any morning (new appointment slots become available then)
4. Ask reception for a telephone appointment with a doctor. You can discuss your problem and the doctor will book an appointment if they feel it is necessary.
5. Book an appointment via a computer and the practice website (new appointments are released at 2pm for the next day).

This document gives you guidance on how to book an appointment using a computer by accessing the "SystmOnline" booking system.

Before you start you need to ask at reception for a secure username and password which will only be known to you.



Having obtained your Username and Password open up your Web browser on the computer and link to the surgery website:

www.barwellmedicaicentre.co.uk

You will see the screen below appear

Click once on the Appointments Banner as shown



- On line appointments – If you have, or a friend or relative has access to, a computer then book online.

Free Help sheet to guide you through the process.

We can run a course if people are interested.

Age is not a barrier – access to equipment maybe.

Notes and Presentations
will be posted on the surgery
website.

The Newsletter is also
posted there.

Thank You