

Agenda

Barwell & Hollycroft PPG 30th April

6.30pm – 8.00pm

- Welcome & Intro
- WELL Pharmacy – Paul Rix Regional Dev. Manager, Nicola Heard Non-Pharmacist branch manager, Reena Gandhi branch pharmacist
- Updates
 - Barwell Befriending Group
 - Integrated Locality Team – links between social services and NHS
 - Blood Tests
- Community Health Care continued developments
- AOB (Any Other Business)

Barwell & Hollycroft Patient Participation Group 19th June 2017

Alan Plumpton – PPG Member
Dr Darren Jackson – Practice Partner

WELL Pharmacy - Background

Following a number of issues raised by patients when using the WELL pharmacy in Barwell :-

- Representatives from the Pharmacy attended a number of PPG meetings.
- Issues still continued to be raised
- 27th Feb Meeting arranged with Area manager Paul Rix, Nicola Heard, Diane Wightman(patient), Harry Chesterton(patient) and Alan Plumpton (patient)
- Key issues discussed

WELL Pharmacy Issues

- Electronic prescriptions not regularly accessed so prescriptions not ready when patient arrives. Should not be necessary for patients to call in or telephone that prescription has been sent electronically.
- In some cases patients have been told it will take a week to prepare a prescription.
- Repeat Dispensing – patient telephones to say they need a prescription making up they are given a time to collect it and the prescription is not ready at this time
- No Insulin in stock
- Morphine patches out of stock
- Incorrect information being given to patients about when their prescriptions will be ready for collection
- Staffing means that patients wanting to buy off the shelf items are waiting in long queues behind patients waiting for prescriptions.

Updates – Befriending Group

- Focussing on patients whose loneliness is contributing to their poor health.
- 12 Excellent Volunteers
- Trained - Safeguarding
 - Communications
 - Signposting (Local and First Contact Plus)
- All volunteers have been DBS (Disclosing & Barring Service) checked
- Health Professionals identify patients and pass on details to Kerry Smith (Local Area Coordinator)
- Regular telephone contact is then made between the Befriender and Befriendeed.

Update – Integrated Locality Team



Group made up of senior :-
GP's, Community nurse,
Pharmacist, Physiotherapist,
LAC, Social Services, Patient
representative.

Issues raised and being discussed

- The need for patients to tell their story once – common “forms” for social services and NHS.
- Issues of communication links between Social services, Primary Care (GP’s), and Hospitals.
- New software to allocate Community nurses to patients with specific needs.
- Trial of “Skype” to aid staff who have to attend meetings.



Any Other Business



Next Meeting

Barwell Surgery Monday 6th August

6.30pm



Have a safe
journey
home

