

## PATIENT PARTICIPATION MEETING FRIDAY 22<sup>ND</sup> MARCH 2024

### Minutes of meeting.

#### Points raised

A patient brought to the meeting that he had ordered medications from the surgery and when he went to collect the medication the pharmacy told him that he could not get hold of that generic medication. He suggested an alternative to the patient and then the change was requested from us, the patient then had trouble getting the suggested item back from us for the pharmacy to issue it to him. They were diabetic medications.

Another patient had a similar story. He had gone to the pharmacist and his medication was not available, the chemist suggested an alternative which the patient then emailed to us. For this particular time, he was sent on two occasions the incorrect medication. He did suggest that the problems with prescriptions and other paperwork might occur as one document being passed to too many people and not straight to the person who would deal with the request which could result in information being lost?

There also seems to be a problem with ordering acute medications as they seem to get missed off.

One patient has now found it easier when going to the hospital if he asks the consultant to put the meds on repeat and not acute as he then gets the items requested.

With regards to the above and missing information that could be due to paperwork being passed to too many staff. A patient told us that when he used to work for a company, they had something called LEAN. He explained an example of this could be a paper trail. How many times one piece of paper is sent to individuals within the surgery before it is dealt with. Another example was ordering a prescription on the MYGP app and then having to order acute items via email. Therefore, the patient then must make two contacts and the reception team have to pick up 2 requests instead of one.

It was also brought up that sometimes patients get texts from us to tell them their medication is due and sometimes they do not. I suggested after going to my pharmacy the other day that there is now another service where the pharmacist texts the patient when their meds are ready which I am finding useful. Please ask your pharmacy if they provide this service, I know Vittoria Pharmacy does.

It was discussed that a lot of pharmacies are having problems getting hold of medications and this seems to be happening frequently. Patients asked if there is a particular reason for this?

The patients mentioned that the services now being offered by the pharmacists are very good.

A patient was telling us that he had arrived for diabetic bloods after being given an appointment on a card. When he arrived, there was no appointment or paperwork for the blood test. Apologies were given to the patient for this error.

I asked the patients if they would like to go onto our new web which had been mentioned previously which is now fully functional. [www.vittoriamedicalcentrewirral.nhs.uk](http://www.vittoriamedicalcentrewirral.nhs.uk)

We are going live with phone calls using the cloud on 10<sup>th</sup> of April. Please be aware that the start date for this has changed previously.

All of the above points will be passed onto our GP's and practice manager to be discussed further.

Many thanks to everyone for attending today and for your valuable input which is much appreciated.

Happy Easter to all.



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