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**Peel House Medical Practice**

**Patient Participation Group Meeting Feedback Form**

Date: 25th November 2020

Apologies: Patricia Ramsden

In attendance: David Woodcock, Geoff Evans, Jean Battle, Ann Parkinson, Dorothy Westell, Judith Halstead, Dr Jane Eccles PHMP. Katy Tregartha PHMP.

Meeting was called to discuss the ongoing issues around the prescription hub and if the Practice was to pull out of the hub how would patients like the prescription service design to look?

Key notes:

* General consensus that the hub has been a barrier with regard to ordering prescriptions, individual issues have been well documented and patient group feel no significant change since Zak the hub pharmacist joined a zoom meeting to speak to them. The exemption list works well when a patient gets on it but the process of getting on the list had been found to be difficult and distressing at times.
* Discussion around how the service could work, pt group keen on being able to order, over the phone, online access and by email. They particular think email is needed as online access only allows you to order items in your list and examples of occasions where they have required an item that had not had for a while but no option to request this. Dedicated telephone line – afternoon, to stay open longer than the previous 4:30 cut off. Phone line could be advertised as for queries / one off prescriptions with a common sense approach that over 65’s / vulnerable can order repeats over the phone if struggle with online.

Very keen for the process of getting on exemption list for chemists to order to be

simplified.

Suggested ways to process;

Online via the apps / patient access

Email

Dedicated telephone line

* Communications, all agreed that sufficient notice to patients would need ot be given, maybe looking at February. Ideas regarding communications;

Repeat slip counterfoil

Acorn Community News – free paper distribution whole of Hyndburn

Website

Leaflet sent to chemists to be put inside medication bags.

All above will go to partners for discussion and if decision made to come out of the Hub all above recommendations will be considered.

Next date to be arranged.