

NORTH STAFFORDSHIRE AND STOKE-ON-TRENT CLINICAL COMMISSIONING GROUPS (CCGS) PATIENT CONGRESS MEETING IN COMMON

Summary of meeting on Thursday 7th December 2017

Medicine's Optimisation update

Congress members heard that 1) a Waste Medicines Task and Finish Group has been set up to look at ways in which waste medicines can be reduced. The group has raised the idea of introducing pledges for public, pharmacies and GP practices, with the aim of everyone doing their bit to help reduce medicines waste; 2) waste medicines in Staffordshire accumulated to approximately £6million; 3) the pledges will be launched during the last week of January 2018; 4) posters will be placed in GP practices and pharmacists to communicate the key messages of the pledges. It was noted that PPGs will play a crucial role in communicating the pledges and key messages to patients in their GP practices; 5) the pledges have been shared with members of the CCGs Local Equality Advisory Forum (LEAF) who will highlight the key messages with their networks; and 6) a CCG Patient Congress member is a patient representative on the Waste Medicines Task and Finish Group and has raised the idea of having a PPG Waste Medicines Champion in each PPG.

Congress member's raised 1) the need for a procedure to be implemented for pharmacists that have arrangements for medicines to be delivered to patients at home, to link in with the transport driver to check patient medicines before transit and for medicines that are not required to be handed back in a controlled way; 2) the need to educate patients on waste medicines, particularly around the process for re-ordering medicines as some patients fear that if they do not re-order medicines, the medicines in question may be removed from their prescription; 3) the need to look at ways to communicate with patients who are home bound; 4) the need for key messages around waste medicines to be communicated on the bags medicines are delivered in and to be advertised on the TV screens in GP practices; 5) concern was raised around Care Home and Nursing Home staff accepting and signing for medicine deliveries without checking whether they are correct. It was noted that this will be picked up as part of phase two of the waste medicines campaign and that a national group was working closely with Care Homes and Nursing Homes around this issue; 6) the need for a pledge to be produced for Care Homes and Nursing Homes; 7) concern was raised around some Care Homes and Nursing Homes that do not have a clinician onsite to report to around medicines. It was noted that there is a need for a joint solution whereby Health and Social Care and CCGs work together; 8) the need for local mental health charities to be aware of the waste medicines campaign; 9) concern was raised around patients still receiving medicines they have previously asked their GP to remove from their prescription; 10) the need for patients to be aware that they can seek medicine / treatment advice from community pharmacists, not just their GP; 11) the need for patients to be aware of the cost of medicines and; 12) the need for clear communication around the process of reviewing repeat prescriptions. It was noted that patients at any time can request a review of their repeat prescriptions / medicines.

Citizen's Jury

Congress Member's heard that the Citizens Jury is progressing well and recommendations are being drawn up. Jurors are looking at evidence gathered and where money is best applied, spent and delivered. The Citizens Jury report will be given to commissioners to prompt thinking on the services the CCGs seek to commission.

Any Other Business

North Staffordshire and Stoke-on-Trent CCGs Patient Congresses will be meeting in common moving forward.

Stoke-on-Trent CCG Patient Congress will be going through a membership refresh at the beginning of 2018.