

**EXTRA-ORDINARY PATIENT GROUP MEETING**  
**Friday 30<sup>th</sup> September 2016**

**Present:** Helen Kingdon, Naomi Gruitt  
Norman Shiel, Barry Robinson, Hilary Noakes and Felicity Hall

1.	<p><b>Reason for Meeting</b> To discuss the planned closure of the telephone line for prescription orders.</p>
2.	<p><b>Current Methods of Prescription Ordering</b></p> <ul style="list-style-type: none"> <li>i. Repeat Slip – posted or dropped into Practice</li> <li>ii. Attend in Person – speak to front desk team or complete request form</li> <li>iii. Via Pharmacy</li> <li>iv. On-line</li> <li>v. Email</li> <li>vi. Fax</li> <li>vii. Telephone Line</li> </ul> <p>We currently have 1900 registered and active users of the on-line service. The telephone line handles 45-50 requests per day (on average).</p>
3.	<p><b>Why Close the Phone Line?</b> We've had two significant events in the last few months, and others over the years, which have caused us to take the decision to close the telephone line.</p> <ul style="list-style-type: none"> <li>i. Patient rang to order Warfarin but the script team member misheard them and issued Oromorph (a controlled drug). Thankfully this was picked up by the GP prior to signing the prescription. The drugs were never issued to the patient, no harm caused. The drug was on the patient record as they had recently been discharged from hospital on Oromorph. We've already instigated a change in policy so that all new drugs issued on hospital discharge are added to the patient's record by their GP rather than the script team. This will ensure that only appropriate and on-going drugs are added.</li> <li>ii. New medications were added to the wrong patients' prescription. The drugs were issued and taken by the patient. Thankfully the home realised that the patient was feeling unwell and queried the change in medication. Patient absolutely fine, no lasting harm caused. Having</li> </ul>

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	<p>investigated we've concluded that this error occurred because the script team member had two patient records open at the time and added the drugs to the wrong patient.</p>
<p><b>4.</b></p>	<p><b>Implementation Plan</b></p> <ul style="list-style-type: none"> <li>• We will start advertising and advising patients w/c 10<sup>th</sup> October that the line will close on 31<sup>st</sup> December. From January 2017 onwards we will not take any prescription orders over the phone.</li> <li>• We wanted to give patients a lot of notice and time to organise themselves and get used to another way of ordering, other than using the phone line.</li> <li>• We're hoping that the majority will sign up to the on-line service, which operates 24 hours a day.</li> <li>• Nay will talk to all the local pharmacies and get them on board. They can assist patients with ordering their medication.</li> <li>• The GPs at the practice will also undertake some 'housekeeping' over the next couple of months to ensure patient's medication records are up to date with all repeat items.</li> <li>• Both Laura and Helen have made this change at their previous practices and the changeover went smoothly due to a long advertising campaign.</li> <li>• Some may be concerned about how elderly patients will cope with the change but past experience has shown that elderly patients are very adaptable and will cope with the change.</li> <li>• The on-line service does allow for patients to delegate access to another person to order on their behalf. This applies to parents of young children (under 16s) as well as any other patient who may need assistance with this.</li> <li>• Locally only two Practices in Exeter still take prescription orders over the telephone.</li> <li>• The move is supported by the CCG Prescribing Advisors who have been advising practices for many years about the risks of telephone ordering.</li> <li>• The practice will utilise the website, Facebook, TV screen, posters in the waiting room and emails to inform patients.</li> <li>• We've already updated the information in the practice leaflet and on the website, putting the telephone line as the last option for ordering.</li> <li>• Patients calling the prescription line (from 10<sup>th</sup> October onwards) will be told that the line will be closing and that they need to explore the other ways of ordering.</li> <li>• The recorded message on the phone line will also inform patients of the impending change.</li> <li>• We will put in place a new telephone number for the pharmacies and local homes to use to call with queries.</li> <li>• Our priority is patient safety and not wishing to put any barriers in place to patients receiving their medication. We must however ensure that our script team have the time to handle the prescription requests and process them in a considered and accurate way.</li> </ul>

<b>5.</b>	<b>Feedback</b> <ul style="list-style-type: none"><li>• We will update the PPG at subsequent meetings on progress with the campaign, any queries or problems that have been encountered. We hope to see that the number registered for the on-line service has increased and will report back on this!</li><li>• Those present were very supportive of the change and the planned implementation programme.</li></ul>
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