

Note of a meeting of the Healthwatch Swindon [patient participation group forum](#) held at Sanford House on 4 September 2019

Present and apologies

See list at end of notes

Action

1 Introductions and welcome

Jo Osorio welcomed everyone including, in particular, those attending for the first time. A list of attendees/apologies had been circulated. He confirmed that the agenda was to focus on the role of community pharmacy and its relationship with primary care services at GP practices.

2 Community pharmacy

- Fiona Castle, pharmacist and chief officer of [community pharmacy Swindon & Wiltshire](#) spoke to a set of slides (circulated with these notes).
- Questions and comments flowed during her presentation. They included: was there a shortage of pharmacists in Swindon (nationally no but yes in some areas like Swindon); there is no continuity in who you might see in a pharmacy (that's because to cover a 100 hour per week pharmacy three different pharmacists needed as a minimum).
- Fiona explained the different personnel in the pharmacy. She described the systems in place for prescribing and dispensing acute and repeat medicine, the arrangements for authorisation and how some medication may come direct from wholesaler, pre-labelled for dispensing by multiples (like Lloyds, Rowlands or Boots). There was discussion about batch prescriptions and "repeat dispensing" which was not working well in some cases at present.
- There was some discussion about the [Prescription Ordering Direct](#) service developed by NHS Swindon clinical commissioning group and about requesting repeats using the NHS App or ordering online via the GP surgery. Fiona described the processes involved and the time which should be allowed between requesting a repeat prescription (using whatever method) and collecting from the pharmacy.
- Fiona explained why there might be shortages of stock from the three major wholesalers in the UK and the arrangements in place for the UK departure from the EU.
- There was discussion about the use of [Dosette boxes](#) (the decision on their use is for the pharmacist not the GP). For some people they were essential but for most they were not and Fiona described them as dangerous - and very difficult

to pack correctly. She suggested that it is more appropriate for care workers to be using medicines in standard packaging and [medicine administration charts](#).

- Fiona explained that [medicine use reviews](#) at pharmacies were being phased out because of the introduction of [clinical pharmacists](#) in primary care networks. She confirmed however that 10 community pharmacies in Swindon carry out NHS health checks and that most/all would be offering [flu jabs](#).

3 Other business

Rosemarie Phillips demonstrated a new white board for use behind beds to be introduced at Great Western Hospital to indicate patients' sensory loss and other conditions to staff

4 Next forum.

The next forum will be held on Wednesday 6 November with a focus on Swindon community health services. Details and invitations will be despatched in due course (The PPG chairs group was meeting in October).

Jo to send invites and reminders

Attendees

1. Sue Cotton Ashington House Surgery (Brunel)
2. Richard Pike Ashington House Surgery (Brunel)
3. Fiona Castle Community Pharmacy Swindon and Wiltshire
4. Eileen Haller Eldene Surgery (IMH)
5. Norma Thompson Eldene Surgery (IMH) & Healthwatch Swindon volunteer
6. Srini Madhavan Elm Tree Surgery (Shrivenham) (Brunel)
7. Carol Mulraney Great Western Surgery (Brunel)
8. Sandra Hope Hawthorn Medical Centre (staff) (Wyvern)
9. Jo Osorio Healthwatch Swindon (staff) and Ashington House Surgery (Bru)
10. Judith Hawkins Hermitage Surgery (part of Westrop Medical Practice) (Brunel)
11. Paul Warwick Hermitage Surgery (part of Westrop Medical Practice) (Brunel)
12. Harry Dale Homeground/North Swindon Practice; HW Swindon Vol (Brunel)
13. Carol Brownlee Kingswood Surgery (Wyvern)
14. Paula Cooke Merchiston Surgery (staff) (Wyvern)
15. Steve Hemmings Moredon Medical Practice (IMH)
16. Chris Ockwell Old Town Surgery (Wyvern)
17. Ian Underwood Priory Road Medical Centre (Wyvern)
18. Rosemarie Phillips Priory Road Medical Centre (Wyvern)
19. Maureen Evans Priory Road Medical Centre (Wyvern)
20. Sylvia Kopijka Priory Road Medical Centre (Wyvern)
21. Christine Bown Ridgeway View Family Practice (Brunel)
22. Eric Shaw Ridgeway View Family Practice (Brunel)
23. Gill Lee Ridgeway View Family Practice (Brunel)
24. Rachael Muburi Ridgeway View Family Practice (staff) (Brunel)

25. Bazil Solomon Victoria Cross/Eldene Health Centre (Brunel)
26. Nazma Ramruttun Victoria Cross/Eldene Health Centre (Brunel)
27. Colin Hayes Wanborough Surgery (Ramsbury, Wiltshire)
28. Ian James Westrop Surgery, Highworth (Brunel)

Apologies

29. Cathy Lyons Eldene Surgery (IMH)
30. Lynn Waters Great Western Surgery (Brunel)
31. Patricia Giles Hawthorn Medical Centre (Wyvern)
32. Laura Heath Kingswood Surgery (staff) (Wyvern)
33. Shaun Dix NHS Swindon clinical commissioning group
34. Krystyna Tworek Old Town Surgery (Wyvern)
35. Alison Towill Phoenix Surgery, Toothill (IMH)
36. Susan Camburn Phoenix Surgery, Toothill (IMH)
37. Tony Kendall Ridge Green Medical Centre (Brunel)
38. Viv Riley Victoria Cross/Eldene Health Centre (staff) (Brunel)
39. Phil Baker Westrop Surgery, Highworth (Brunel)

9 September 2019

Jo Osorio
PPG/PPG/PPGForum