

## Influence Panel feedback

18 April 2017

### Repeat prescriptions project – Julie Lonsdale, head of medicines optimisation

Chair Nick Milne welcomed Julie Lonsdale, who gave a presentation on the CCG's plans to stop repeat prescriptions being ordered by community pharmacists in an effort to reduce medicines waste, which will improve patient safety and reduce costs to the NHS.

The presentation explained that following the proposed change, patients would be required to order their prescriptions from their GP practice or online using Patient Access.

Question 1: How will this affect people, either positively or negatively?

- “This will be really useful if it can save money and also empower people.”
- “When my father in law died there were two big black bin bags full of medication to throw away. If this recues that then it will be fantastic.”
- If more people use Patient Access it puts the control back in the hands of the patient.
- Some pharmacies – particularly in rural areas – have a box for patients to put their repeat prescription slips in which then gets delivered to the practice. This is a valuable service that should continue.

Question 2: What is the best way to communicate this change to people?

- Communicate **before** the change takes place and iron out any issues in advance.
- Ideally target the patients who will be affected. This shouldn't be difficult as the GPs will know who the patients are who have repeat prescriptions.
- Direct contact via letter.
- Produce a good leaflet which could go out with the prescriptions.
- Put information on the slip on the prescription.
- Use pharmacies to contact the patients.
- Promote via the CCG newsletters and local media, including the Green Book for Over Wyre patients.
- Promote Medicine Use Reviews (MURs) in practices.

Questions 3: What can we do to help people overcome any issues?

- Make the system flexible.
- There is a need to iron out the little glitches in the system that already exist or it could fail.
- Encourage practices to all operate from a standard system.
- Promote a consistent message.
- Help people to use Patient Access – possibly give demos in practices.
- Make a leaflet and website page to help people to use Patient Access.
- Stop repeat prescriptions being open-ended and make them require a review at some point.

- Make practices carry out medication reviews.
- There will always be a group of people – such as those who are housebound – who need the help from community pharmacists and they will still need the support.

Question 4: Do you agree with the proposal?:

- The group unanimously indicated its support for the project based on the idea that it will reduce the amount of waste medication in Fylde and Wyre.