



It is a 6 month trail with us and Tower before it being launched in Halton. Meeting on 17<sup>th</sup> June, the pharmacy will not see patients on medication. The Group is concerned about this, lots of concerns raised around medication. What if patient buy's medication from pharmacy and stays on it for a long time and continues on it but is masking something else.

**Action: Group asked who is entitled to care of the chemist.**

The Group are concerned that the pharmacies will just re refer back to the GP. Chris explained that the pharmacy will have a direct line into the practice. The Group feel that Care of the Chemist is not well published and that it needs more promotion as patients who have used the service have recommended it.

Concerns about time that care navigation will take, volume of calls and length of time on the phone. Chris explained that phone calls are monitored. This will assess what phone cover is needed. The Group asked why there can't be a pharmacist on site? Chris explained that we are in the process of recruiting a pharmacist.

The Group asked why there is not a clinician on reception as an extension to care navigation, Chris explained that with the volume of calls this is not always suitable. Syd said there is only one male Doctor, Chris explained there is three currently three male GP's. The Group was concerned about availability of male GP appointments.

**5. 2019 Plan (Dementia Week):**

Update from Dementia week commencing 20<sup>th</sup> May 2019, Chris explained that it was a slow to start, but in the end it was a success with lots of information being handed out. Patients wanted to become dementia friends, so their training is being arranged. There will be Internal fundraising for Alzheimer's UK on the 13<sup>th</sup> June 19.

**5. Patient Comment Box:**

There is no comment in the box in reception Chris advised that it has not been used as of yet but hopefully patients will start to give feed by via the comment box.

**6. AOB:**

Chris advised that prescriptions are being put in the PPG suggestion box and he is having to check the box every day. Receptions have requested that the box be moved away from prescription box with a desk so as to move it away from the Reception area. The Group think this is a good idea, but Syd would like the PPG box seen more.

Harry asked what is the total number of GP's in Runcorn and Widnes? FTE show it is a lot higher than what people think and the information is that available through the CCG. Deb asked if people make comments on line, Chris explained that complaints and requests are made through this service.

**Date of next meeting:**  
**Wednesday 7<sup>th</sup> August 2019**  
**4pm – 5pm**