

**Healthwatch Advisory Board Public Meeting**  
**Tuesday 17<sup>th</sup> October 10.30am-1.00pm**  
**The Guild Hall, Tape Street, Cheadle, ST10 1BG**

**PRESENT**

Maggie Matthews (MM)	Interim HAB Chair
Robin Morrison (RM)	HAB Member ECS Chair
Derek Hoey (DH)	HAB Member
Jackie Owen (JO)	Engagement Manager, ECS
John Bentley (JB)	HAB Chair
Jo Hall (JH)	Community Outreach Officer
Julie Mason (JM) (Notes)	Corporate Services Administrator, ECS
Aileen Farrer (AF)	Corporate Services Manager ECS
Mike Dent (MD)	HAB Member
Victoria Stapleton (VS)	Head of Research & Engagement, ECS

In attendance: 3 members of the public  
 Dr Mani Hussain - Speaker

**APOLOGIES**

Beverley Dawson	HAB Member
Frances Beatty	HAB Member
Carole Stone	HAB Member
Sue Adey-Rankin	HAB Member
Jack Barber	HAB Member

		<b>ACTION</b>
1.	<b><u>Welcome and Introductions</u></b>	
	MM opened the meeting and welcomed all attendees to the meeting, MM gave an overview of the meeting format and agenda.	
2.	<b><u>Apologies</u></b>	
	Apologies were noted as above.	
3.	<b><u>Minutes of the Meeting held on 16<sup>th</sup> August 2017 and Action Tracker</u></b>	
	The Minutes of the Meeting held on 16 <sup>th</sup> August 2017 were agreed as a true record.  <b><u>Action Tracker</u></b> MM gave an overview of the action tracker and detailed the following outstanding actions:  Action 47: A response is awaited, update to be provided at next public meeting in November 2017.  Action 66: A response is awaited, update to be provided at the next public meeting in	

	<p>November 2017.</p> <p>Action 69: Recruiting for new board member, once recruited a lead role will be allocated to each member. Appointments to be made in the new year.</p> <p>Action 72: A response is awaited, looking into whether these can be sponsored, update at next public meeting in November 2017.</p>	
4.	<p><b><u>Community Outreach Officer – Engagement/District Network Update</u></b></p>	
	<p>JH went through a report detailing the work she had been involved in during the last months, highlighting the Leek Breast Screening Services and Homeless access to healthcare.</p>	
5.	<p><b><u>Speaker:</u></b>  <b><u>Dr Mani Hussain, Associate Director, Medicines Optimisation</u></b></p>	
	<p>Dr Hussain spoke about Medicines Matter, a copy of the slide is attached to the minutes.</p> <p>He explained that £6 million is wasted every year across Staffordshire and Stoke on Trent on medicines that people don't use, and how they are asking Pharmacies, GP practices and the public to play a part in making sure that money is not wasted in this way.</p> <p>The following comments were raised:</p> <ul style="list-style-type: none"> <li>• Why would the GP give you medicine you did not need?  <i>This means receiving things that you have not ordered, but are part of your regular prescription items.</i></li> <li>• If I give medicine back when I am in the chemist, does the NHS get the money back?  <i>Yes, money goes back to NHS</i></li> <li>• If you receive your medication in Dosset Trays, which are delivered to you what happens if some of the medication is correct and some incorrect?  <i>Once medicines have left the pharmacy, none of these medicines can be used so it all must be destroyed, this is all done to regulations, as GB have the highest standards in the world.</i></li> <li>• Why cannot medicines in date and not tampered with be re-used?  <i>Once medicines have left the pharmacy, it cannot be guaranteed that they have not been tampered with, and that they have been stored correctly. Patients have to be 100% sure of what they are receiving. Patient safety must come first.</i></li> <li>• Electronic prescribing, why get certain things on prescription when you can buy over the counter?  <i>On prescription you can receive larger packs of medication than can be purchased over the counter at one time. NHS England are asking should they pay for over the counter medicine, such as pain killers, cough medicines. Will be interesting to see what happens Dr Hussain will feed back to us.</i></li> <li>• If you have multiple symptoms, and receive a combination of medicines should a review be done on all the medicines that you receive?  <i>When the GP prescribes you a different medication, and this is entered on to the system the system automatically cross references with all your other medication for any interactions. You should also have a medicine review every 6/12 months with your GP.</i></li> <li>• If you hold a medical exemption certificate, because of a long-term condition, should you be able to receive any medication on this certificate or should it be for that condition only?  <i>It would cost more in admin than what would be saved to do this.</i></li> <li>• If you receive a prescription every 2 month, but only have a review with the GP</li> </ul>	

	<p>every 6 months why can you not be given a 6-month prescription?  <i>You can put in a request for a repeat dispensing prescription, which means that the pharmacist will receive a 6 months prescription from your GP but they will hold the prescription and only dispense it to the customer every 2 months, so the customer will not have to keep going back to the GP every 2 months asking for a prescription, saving time and money.</i></p> <p>Dr Hussain was thanked for a very informative briefing.</p>	
6.	<p><b><u>Update</u></b></p> <p>A report was given detailing updates in the following areas to enable members of the Public to understand the work of Healthwatch. Further authorised representative training is planned around observations and a cycle of planned visits to be created.</p> <p>Enter and View – 12 visits during last quarter, 4 follow up visits undertaken.  Volunteers – network celebrations outlined  Engagement/District Network Update  Marketing and Communications Update – statistics for the last quarter included in the report.</p> <p>Healthwatch Projects Update – given on funding for the future, drug and alcohol service change and impact, red to green initiative.</p> <p>A copy is attached to the minutes, and available on the Healthwatch website:  <a href="http://healthwatchstaffordshire.co.uk/">http://healthwatchstaffordshire.co.uk/</a></p>	
7.	<p><b><u>Public Listening Session</u></b></p> <p><b>Sustainability and Transformation Partnership – Robin Morrison</b></p> <p>Simon Whitehouse has been appointed as the new Together We're Better Director, and will be working on the following areas:  Prevention  Enhanced primary and personal care  Urgent and Emergency Care  Reducing costs</p> <p>Healthwatch Staffordshire continues to be involved in the STP and HAB members were advised that Simon Whitehouse will be attending the February 2018 meeting.</p> <p>Members of the public present at the meeting expressed concern that they have not heard anything about the patient reference group work. This will be followed up with the STP Project lead.</p>	
	<p><b>Date of next HAB Public Meeting:</b>  Wednesday 15<sup>th</sup> November 2017, 10.30am to 1.00pm  Wombourne Community Centre, Church Road, Wombourne, WV5 9EZ.</p>	