

Community Conversation on Medicines Matter! – Let's Not Waste Them

At the CCGs' Community Conversation on Waste Medicines, at the Foxlowe Centre in Leek on 12 October 2017, 16 members of the public learned about the challenge of medicines wasted from pharmacies, GP practices, hospital pharmacies and by patients every year.

A conversation took place about what could be done to reduce waste in the future and learned about a set of pledges that have been developed with input from public and patient representatives, pharmacists and GPs, to demonstrate the main ways in which everyone could do things differently to reduce waste.

MEDICINES MATTER!



£6 million is wasted every year across Staffordshire and Stoke-on-Trent on medicines that people don't use. Those medicines end up being thrown away because they can't be used by anyone else. The NHS hasn't got this money to spare. We need every penny to provide healthcare.

We are asking Pharmacies, GP practices and everyone who takes or orders medicines to play their part in making sure that we don't waste money in this way.

Here are the most important things that we can sign up to do to help cut down on this waste and save millions.

PUBLIC

- ✓ I will check what medicines I have before ordering more.
- ✓ I will check my bag of medicines as soon as it's given to me and hand back any I don't need.
- ✓ I will let my GP practice or Pharmacy know if I don't need any of my medicines.

PHARMACIES

- ✓ We will check what medicines a patient already has before ordering more.
- ✓ We will ask patients to check their bag of medicines before leaving the pharmacy or on delivery, and hand back any they don't need.
- ✓ We will inform GP practices about medicines that patients no longer order or collect.

GP PRACTICES

- ✓ We will only add a medicine to a repeat prescription once a patient is stable on it.
- ✓ We will use a 28 day (monthly) repeat prescription for most patients.
- ✓ We will regularly review patients' repeat medicines.



Working in partnership:
Cannock Chase CCG, East Staffordshire CCG, North Staffordshire CCG,
South East Staffordshire and Seisdon Peninsula CCG, Stafford and Surrounds CCG and Stoke-on-Trent CCG

TOGETHER
WE'RE BETTER

The public then worked in groups with the 11 pharmacists and CCG staff, to discuss:

1. How should we communicate these pledges?
2. What other practical steps can we take to reduce waste?
3. What else can you do to help us reduce waste?

The feedback from the group discussions was noted on flipcharts and has been compiled below.

Public	Pharmacies	GPs
<p>Suggested messages</p> <ul style="list-style-type: none"> • 'We will all need to play our part' • Highlight that GPs & Pharmacists are also pledging (No Blame) • Public need to see that this is a shared responsibility • Don't think it would be helpful to have people 'sign up' • Make people aware of cost /patients should be aware of the real cost of medicines • Check, do I need my 'when required' medicines every month? • Remind people... 'don't be afraid to tell your GP/pharmacist that you don't need your meds anymore' • Patients should be reminded not to hoard 	<p>Checking bags</p> <ul style="list-style-type: none"> • All public service users should be reminded to check prescription inside the chemist so that any mistake can be rectified and not just discarded- Stop waste. • Private spaces in chemists to enable bags to be checked • Overcome stigma of checking meds on doorstep. Ask delivery drivers to prompt patients. 	<p>Medicine reviews</p> <ul style="list-style-type: none"> • Increase opportunities to have medicine reviews- most people have to ask for med reviews, this is not offered proactively
<p>PPG support</p> <ul style="list-style-type: none"> • PPG events awareness week (supermarket) • PPG "Waste Champion" • Talk about it at PPG meetings • Through PPG/practice Facebook pages • Leaflets to hand out in GP surgeries • Ask local pharmacist to attend PPG meetings • Banners to take into the 	<p>Process</p> <ul style="list-style-type: none"> • System flags to prevent 'pre-ordering' • Request return of 'blister packs' before new medication issued • Could pharmacies text to let patients know prescription is ready to collect 	<p>Process</p> <ul style="list-style-type: none"> • Advice leaflets in med packs can cause distress due to side effects listed, causing people to avoid taking the medication - GPs need to warn/ explain • Prescribe appropriate quantities for need

<p>community</p> <ul style="list-style-type: none"> • Encourage conversations • Spread the word / “pyramid selling” approach 		
<p>Other ways of promoting</p> <ul style="list-style-type: none"> • Other groups people are part of (such as the library group) • Local Media • Promote through NHS membership scheme • Engage Healthwatch • Use those organisations who visit people in their homes (FRS) • Engage with community groups • TV Advert 	<p>Pharmacy advice</p> <ul style="list-style-type: none"> • Provide the opportunity to make an appointment to see your pharmacist • Staff in chemist shops develop positive relationships with patients 	<p>Pharmacists in General Practice</p> <ul style="list-style-type: none"> • Employ more pharmacists in practices • Have 1 pharmacist shared between several GP practices
<p>Target groups</p> <ul style="list-style-type: none"> • Target long term patients 	<p>Get message out via:</p> <ul style="list-style-type: none"> • Have prominent “Medicine Waste Chute” in chemists • Add message ‘medicines matter’ on prescription bag • Piece of paper in prescription bags- “Will you pledge?” • put in meds bag or get printed on every bag • Notices in the chemist • Pharmacy PPG? 	<p>Get messages out via:</p> <ul style="list-style-type: none"> • Waiting room screens • Repeat slip messages- please check what you already have before ordering • Pledges on back of appointment slips
<p>National prescription charges</p> <ul style="list-style-type: none"> • Pensioners should Pay for prescriptions £5.00 minimum, age should match retirement age i.e 67 not 60. 		

Queries from flipchart notes

- 1 What happens for
 - House bound?
 - Care homes?
- 2 Planned hospital discharges - why can't medical review take place previous day?