

# The Glenfield Surgery

## Patient Participation Group



### Newsletter February 2017

Welcome to the February 2017 edition of the PPG Newsletter.

This month we would like to give a brief introduction to **Zeenat Hassam** our **Practice Pharmacist**. Zeenat attended Moat Community College, then Wyggeston and Queen Elizabeth College before going to De Montfort University to study pharmacy. Here she studied for a Masters in Pharmacy (MPharm) a 4 year course. This is the only degree course available for students wishing to take up a career in Pharmacy. Following this Zeenat had to undertake pre-registration training for 1 year before becoming a registered pharmacist in August 2015. Her 1 year training was spent at the Glenfield Pharmacy, the one at the surgery. From August 2015 until October 2016 Zeenat work as a locum pharmacist until obtaining her current position as Practice Pharmacist at the Glenfield Surgery. She is employed by the practice for 25 hours a week and spends the rest of her working week as a locum pharmacist.

Zeenat's role at the surgery is one of medicine management. This encompasses a number of tasks such as:

- Patients who have been prescribed new or changes to existing medication following a hospital visit as either an In or Out patient, will have these check by Zeenat to ensure that there is no conflict with the patients existing medication. If there is a discrepancy then in the first instance the patient is contacted to see if they were told why at the hospital and if not, Zeenat will refer back to the subscriber to check/confirm the new or changed medicine prescribed.
- The Clinical Commissioning Group (CCG) issues guidelines to GPs on the medicines that they should prescribe. When patients have been given new medicines at hospital these are sometimes not on the CCG guideline lists. In such cases, Zeenat will switch the medicine to the one recommended by the CCG and inform the patient's GP.
- As more cost effective drugs become available, the CCG will change recommended medicines on their guideline lists. In such cases Zeenat will go through all the Practice's patients and change, where necessary, the more expensive medicine with a more cost effective one.
- If patients telephone the surgery with queries about their medicines, then a note of these calls will be sent through to Zeenat who will call the patient back to discuss their query.
- Patient's medication is check by surgery staff on an annual basis. For example, patients on certain medicines are required to have regular blood tests. If these have not been done then the surgery staff will contact the patient to arrange the test. The usage of medicines is also checked, so if a patient is prescribed 28 tablets to be taken once a day, the re-ordering of repeats needs to fit that dosage and not be under or over.
- If patients contact the surgery with questions about their medicines, then these is passed to Zeenat who telephones the patient back to discuss their query.
- Zeenat also reviews the request forms completed by patients who make ad hoc requests for medicines. These forms are held in the surgery foyer and are used by patients to request medicines not on their repeat prescription list.
- When new patients join the Practice, Zeenat will review their medicines from the records forwarded from their previous practice.

# The Glenfield Surgery

## Patient Participation Group



I hope from this brief introduction you have gained an overview of Zeenat's role at the Practice. A valuable additional resource for the Practice at a time when the NHS and CCGs are heavily focussed on cost reduction, by stopping the prescribing of over the counter drugs and requests for repeat prescriptions from pharmacies.

In exceptional circumstances, eg. housebound patients, it is still possible to order your repeat prescription through your pharmacy. Your pharmacy holds details of patients who are still able to do this. If you feel this applies to you then please ask at reception. Unfortunately if it is purely less convenient to re-order medicines at the surgery then this is not sufficient grounds to be given exemption. Please do not harass the reception staff about this as the Practice is following a directive given to them by the CCG. Whilst Glenfield and one other surgery implemented this change at 1<sup>st</sup> December 2016, the remaining practices in Oadby and Wigston and Blaby and Lutterworth will make the change from early February 2017 to be completed by 1<sup>st</sup> April 2017. Practices in Melton, Market Harborough and Rutland will follow in the period May 2017 to July 2017. The CCG estimates that this change will save £1.8m annually from wasted medicines in the East Leicestershire and Rutland area.

**Electronic Prescription Service (EPS)** – EPS allows you to collect your prescription from your preferred pharmacy without having to collect the prescription from the surgery first. Simply register for this service at your pharmacy, order your repeat prescription as usual and once approved by your GP it will be sent electronically to the pharmacy for you to collect 48 hours later.

**Online Services** – if you have access to a computer you can register for the Practice's online services. This will enable you order repeat prescriptions, book appointments and view a summary of some of your medical details. If you think this may be of interest to you then please ask at reception for more information.

### Local Pharmacy Services

The NHS Choices website, [www.nhs.uk](http://www.nhs.uk), provides a wealth of information about NHS services, location of local GPs, Pharmacies and Dentists as well as information on the treatment of medical conditions.

Our 2 local pharmacies are Glenfield Pharmacy, 111 Station Rd, tel: 0116 2876167 [www.glenfieldpharmacy.co.uk](http://www.glenfieldpharmacy.co.uk) and Morningside Pharmacy, 64 Station Rd, tel: 0116 2332713 [glenfield@morningsidepharmacy.co.uk](mailto:glenfield@morningsidepharmacy.co.uk) To see their services on offer and view medical advice please visit their websites.

If you wish to receive this newsletter by email each month, then either complete a form in the surgery and leave in the PPG suggestions box in the ground floor waiting room or email your request to [glenfieldsurgeryppg@outlook.com](mailto:glenfieldsurgeryppg@outlook.com)

### USEFUL CONTACT DETAILS

<b>Glenfield Surgery</b>	tel: 0116 2333600	Website: <a href="http://www.theglenfieldsurgery.co.uk">www.theglenfieldsurgery.co.uk</a>
<b>Out of Hours GP service</b>	tel: 111	
<b>NHS111 Advice 24/7</b>	tel: 111	
<b>Glenfield Pharmacy</b>	tel: 01162876167	Website: <a href="http://www.glenfieldpharmacy.co.uk">www.glenfieldpharmacy.co.uk</a>
<b>Morningside Pharmacy</b>	tel: 0116 2332713	Website: <a href="mailto:glenfield@morningsidepharmacy.co.uk">glenfield@morningsidepharmacy.co.uk</a>
<b>Patient Participation Group</b>		email: <a href="mailto:glenfieldsurgeryppg@outlook.com">glenfieldsurgeryppg@outlook.com</a>

The Glenfield Surgery  
Patient Participation Group

