

13 / 8 / 25

PPG Meeting

Theme: prescriptions

Requests

We discussed the different ways to request repeat prescriptions and why phone calls were not a safe way to take prescription requests. We also highlighted that we were looking to turn off the option for the Klinik priorityCARE form to be used to request medications. This is due to the risk of error (free texting) and to allow the prescription admin team to work efficiently with NHSapp and S1 online requests which are much more user friendly and less risk.

NHSapp

Jill summarised the process of requesting via NHS app and why some medications may disappear from the app. She discussed the process of medication reviews and blood test monitoring.

Hospital letters

We highlighted the LMC/trust interface agreement and PMG policy on processing of non-urgent letters. There is a 28d turnaround for prescription amendments following admission or clinic attendance.

Syncing meds

Jill agreed that it can be frustrating when meds are out of sync as patient needs to request multiple times a month. We are working on syncing up meds where possible and moving low risk medications to a 56 day issue where appropriate.

Electronic repeat dispensing (eRD)

Jill explained the benefits and process of eRD.

Vulnerable groups

We have a process within the prescription admin team for patients who do not have online access and are unable to come in to surgery to request medications.

Other queries

We discussed supply issues of some medications, tablet size and branding and blister pack charges.

Next steps

- Communicate with patients around proposed changes to prioryCARE form requests. Aim to remove this in Autumn 2025.
- Publish patient newsletter in September highlighting some of the queries that came up in meeting and explaining processes and policies.
- Encourage patients to get in touch if they want to sync up medication, move to 56 day issues or sign up to electronic repeat dispensing (website, social media, posters).
- Arrange further PPG meeting in Oct/Nov



Dr Chris Bennett – GP partner
Dr Abbie Brooks – GP partner
Jill Bargate – Prescription Admin team leader