

Health and Wellbeing Board

4th March 2020

Report of the Health and Wellbeing Board Healthwatch York Representative.

Healthwatch York Report – Changes to repeat prescription ordering.

Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive a new report from Healthwatch York about understanding people's experiences of the changes to repeat prescription ordering attached to **Annex A** of this report.
2. Health and Wellbeing Board members are asked to respond to the recommendations within the report.

Background

3. Healthwatch York produces several reports a year arising from work undertaken as part of their annual work programme. These reports are presented to the Health and Wellbeing Board for consideration.

Main/Key Issues to be Considered

4. In September 2019 the NHS Vale of York CCG (Clinical Commissioning Group) brought in changes to how patients in need of medication on a regular basis order repeat prescriptions. As GP surgeries implemented these changes, Healthwatch York was initially contacted by members of the public and staff from local pharmacies with concerns around the changes.
5. Healthwatch York collected individuals' concerns and experiences of the changes over a three month period, September to December 2019. A small survey for pharmacy staff was also distributed online across the Community Pharmacy North Yorkshire network.

Recommendation	Recommended to
<p>Feedback: People not knowing about the changes and what their rights are to request reasonable adjustments. The challenges faced by pharmacies in implementing the changes and the disruption felt by members of the public.</p> <p>Healthwatch York argue for increased public and service engagement PRIOR to changes taking place and increasing the time given for such transitions to allow for this. We would suggest:</p> <ol style="list-style-type: none"> 1) Work closely with local pharmacies to understand customers locally and gather information about the current situation and working processes within pharmacies that support effective practice. Listen to recommendations proposed by local pharmacies to work towards an effective approach. 2) Work closely with members of the public to educate about the changes and listen to their challenges. 3) Work with voluntary sector groups such as Age UK, York Older People’s Forum, Carers Centre and Healthwatch York to understand difficulties of specific groups and support services accordingly. 4) Work closely with both larger and smaller GP surgeries to ensure understanding and review current methods for identifying ‘assisted patients’. 	<p>NHS Vale of York CCG.</p>

<p>Feedback: Failure to identify some individuals who would benefit from assisted patient status. GP surgeries failing to support some individuals to make reasonable adjustments. The particular challenges faced by carers. People's concerns about what they will do when they get older/unable to manage.</p> <p>Further work is required to address current access problems for carers, older people and other vulnerable groups to reduce inequalities. Further efforts are required to identify 'assisted patients' effectively and improve how reasonable adjustments are proactively made for individuals having difficulties to access medications. All staff who deal with patients face to face should know about the possibility of assisted status and reasonable adjustments.</p> <p>In terms of reasonable adjustment, particular attention should be made for people experiencing a disability, impairment or sensory loss in line with the accessible information standard (2016)¹.</p> <p>Training should be provided to General Practice staff, if required, to ensure adherence to this standard.</p>	<p>GP surgeries, NHS Vale of York CCG.</p>

¹ The accessible information standard, one of the vital components of the care act 2014, requires a consistent approach to identifying a person's needs where it relates to a disability, impairment or sensory loss. It involves health services taking steps to ensure that the individual receives information in an accessible format and any communication support which they need in the aim to reduce inequalities.

<p>Feedback: Inconsistency in General Practice service delivery. Some services offer telephone access, some do not. Online access not appropriate for some, including many carers. The use of eRD for appropriate patients.</p> <p>Work to promote a fair and consistent approach to access, good standards of practice and effective communication across General Practice in York via:</p> <ol style="list-style-type: none"> 1) Fair alternatives to online ordering for those who are not able to communicate in this way. An example may be via telephone systems across all GP surgeries. 2) Considering the possibility of creating a reminder service from GP surgeries to support individuals to order. 3) Promote use of eRD where it would provide greater support and safety for some patients. Ensure GPs attend training and are proactively using systems that support and benefit patients first. 	<p>GP surgeries, NHS Vale of York CCG.</p>
<p>Given that Vale of York was not the first CCG to implement these changes we see potential for NHS England to horizon scan these changes and policy implementations across localities and develop good practice guidelines to support CCGs in this process.</p>	<p>NHS England</p>

Consultation

6. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York consults extensively to produce their reports.

Options

7. This report is for information only and as such there are no specific options for members of the Board to consider. However, those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York.

Analysis

8. Analysis of responses and comments received are set out in Annex A.

Strategic/Operational Plans

9. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the Joint Health and Wellbeing Strategy 2017-2022.

Implications

10. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the Healthwatch York report.

Risk Management

11. There may be risks associated with any changes to the prescription process. All changes should be risk assessed appropriately by the responsible organisations.

Recommendations

12. The Health and Wellbeing Board are asked to:
 - Consider the report and recommendations within their own organisations

- Respond to Healthwatch York within 20 working days from the date of the board meeting, acknowledging the receipt of the report, and detailing any actions they intend to take
- Refer the report to the Joint Commissioning Group for consideration of any implications for joint commissioning

Reason: To keep members of the Board up to date regarding the work of Healthwatch York, and the recommendations made to member organisations.

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**Report
Approved**

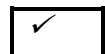


Date 24.02.2020

Specialist Implications Officer(s) *None*

Wards Affected:

All



For further information please contact the author of the report
Background Papers: None

Annexes

Annex A: Healthwatch York Report: Changes to Repeat Prescription Ordering

Glossary

HWBB – Health and Wellbeing Board

NHS – National Health Service

CCG – Clinical Commissioning Group

ERD – Electronic Repeat Dispensing