

**NHS BOLTON CLINICAL COMMISSIONING GROUP
Public Board Meeting**
AGENDA ITEM NO:7.....

Date of Meeting:11th March 2022.....

TITLE OF REPORT:	Patient Focus	
AUTHOR:	CCG Communications/Engagement Team	
PRESENTED BY:	Jane Bradford, Clinical Director Governance & Safety	
PURPOSE OF PAPER: (Linking to Strategic Objectives)	This month's patient focus highlights a prescribing issue and the lessons learned from this.	
LINKS TO CORPORATE OBJECTIVES (tick relevant boxes):	Deliver the outcomes in the Bolton Joint Health and Care Plan.	
	Joint collaborative working with Bolton FT and the Council.	
	Supporting people in their home and community.	
	Shared health care records across Bolton.	
	Regulatory Requirement	
	Standing Item	√
RECOMMENDATION TO THE BOARD: (Please be clear if decision required, or for noting)	For noting.	
COMMITTEES/GROUPS PREVIOUSLY CONSULTED:	N/A	
REVIEW OF CONFLICTS OF INTEREST:	Review of conflicts of interest not required for this report.	
VIEW OF THE PATIENTS, CARERS OR THE PUBLIC, AND THE EXTENT OF THEIR INVOLVEMENT:	These stories originate from issues raised with the CCG or providers through complaints and incidents.	
OUTCOME OF EQUALITY IMPACT ASSESSMENT (EIA) AND ANY ASSOCIATED RISKS:	This standard report has been considered against the criteria of EIA and an assessment is not considered necessary for this report.	

Patient Story: Prescribing issue

A 65 year old patient contacted their GP practice to ask for antibiotics due to a symptoms of a chest infection.

A telephone consultation with a GP was arranged and the patient reminded the doctor they were taking medication for a heart condition. Antibiotics were prescribed. When the patient received the tablets, they noticed a warning not to take them if they were currently taking other medications which were listed and contra-indicated.

The patient was taking all the listed medications due to their complex medical condition. They raised concerns with the GP practice and with Healthwatch, Bolton who contacted CCG PALS & MOT teams. They were worried about the risk of this happening to other patients.

The CCG Medicines Optimisation Team (MOT) contacted the surgery who had already reviewed the medication and arranged for the patient to have a face to face consultation with a GP. They apologised to the patient and agreed they should see a GP for regular face to face follow up appointments due to their complex, long term condition.

The MOT leads also took this to CCG GP clinical leads meeting to highlight and share the learning with other GP Practices.

Key points:

- Patient checked the information leaflet/safety warnings on tablets alerting the GP
- Prompt action by Practice in reviewing and arranging F2F appointment
- Ensured appropriate follow up reviews for this patient
- Prescribing learning shared with other Bolton GP practice clinical leads
- Access to primary care practices continues to be monitored by Primary Care
- Concerns raised with CCG PALS continue to be resolved for patients; themes across primary care is shared with Primary Care Contracting and via the Quality & Safety Committee.
- There are thousands of prescriptions issued each day by the NHS -the majority are safely prescribed, dispensed and administered. It's important at each step prescribed medication is checked but on occasion these checks and balances could fail. Prescribers welcome patient queries and we should all feel empowered to check with our GP or hospital doctors if you have any concerns about prescribed treatment.