

## Patients Forum Workshop Notes

**Date:** Thursday 5<sup>th</sup> December 2019

**Location:** Leigh Cricket Club

**Attendance:** 23 people

**Topic:** NHS England's new guidelines around prescribing over the counter medicines. We talked about how we are implementing the guidance in Wigan Borough, the exceptions in place and what we need to do to support people to self-care.

### **Discussion area 1: What we need to do around patient education and supporting people to self-care**

- Education to focus on how to self-care.
- Pick up how to self-care safely and when to seek help.
- Consider something around the potential dangers / issues with buying medicines over the internet.
- Need to get people to think of the Pharmacy as the first port of call.
- Need to harness all opportunities to educate people about self-care, e.g. radio, television, newspapers, Boroughlife, social media, face-to-face engagement with key groups.
- The message is around how to self-care rather than the new guidance.

### **Discussion area 2: Are there any specific groups or people we need to try and target?**

- Carers
- Parents / families
- Social Media
- Industry / businesses – company nurses

People who aren't online:

- Voluntary community sector groups
- Libraries

Children and Young People:

- Schools
- Scouts
- Youth Zone
- Youth Health Champions (Wigan Council)

People who come into the GP practices:

- Clinical Pharmacists in GP practices giving self-care guidance

- Use of TV screens and notice boards
- My GP app

**Discussion area 3: What role could Patient Participation Groups (PPGs) play in this?**

- PPGs could get talks/presentations from the Pharmacists on self-care
- PPGs can gather the patient voice
- PPGs can speak to people and help spread the self-care messages – if given the information, resources and guidance to do so
- PPG members can share their own stories about how they self-care and give case studies, e.g. when this happens, I do this...
- PPG volunteers could speak to community groups and spread self-care messages in the wider community

**Other points:**

- GP practice triage – work is being done around this, explore how pharmacy / self-care messages might fit in this
- Is Greater Manchester going to do anything around a coordinated campaign on self-care, could we do TV or bigger advertising on a GM footprint