

**Self Care and Management Patient Participation Support Scheme
Project Plan Template**

Name of your practice	The Exchange Surgery
Name of practice lead for this project	Dr Emma Rowley-Conwy
A description of your proposed project with any timeline (if known).	<p>We will work to promote self-care with over the counter products, as specified in the CCG medicines optimisation scheme. We will do this by</p> <ul style="list-style-type: none"> • Displaying the posters supplied and putting relevant messages on our jayex, and videos on our plasma screen in the waiting room • Putting links to the CCG website on our practice website and Facebook page re the position statements about self-care medications • Using the self-care patient leaflets in consultation to give to relevant patients. We have leaflets in each consulting room and are using these as a means for the patient to communicate with the community pharmacist – the clinicians are highlighting the item on the list the patient needs to purchase. This helps where English is not the first language, and also builds patient confidence in making a request to the pharmacist. • Developing a further list of items to be used by clinicians, in conjunction with the leaflet, to give to patients when we have consolidated the items that we need to add to the list • Adding a link to the relevant self-help resources to our website, including the top ten tips for self-care once developed by Lambeth CCG and the information regarding a well-stocked medicine cabinet • Texting all patients to highlight self-care during self-care week to highlight this event and the resources available • Promotion (posters and texts) of St. Martin’s Day event in Stockwell to our Portuguese speaking patients • Continuing to use text messaging to patients with regards to their results to inform patients about relevant self-help medicines they can obtain from their pharmacist without prescription • Meeting with our local community pharmacist – Day Lewis and Westburys – to receive feedback from them regarding issues they are having re promoting self-care and ensuring that we are giving consistent messages and advice to patients. On an on-going basis we are developing means of exchanging information with our pharmacists to ensure

	<p>that we are aware of the details of which products are available OTC and which are not.</p> <ul style="list-style-type: none"> • Continuing to publish on our website all pathways that patients can access locally that allow for self-referral and promoting this to patients e.g. antenatal, podiatry • Continuing to disseminate information to our primary care reception team so that they can help signpost patients with enquires to self-help resources. Our lead receptionist is a trained primary care navigator and can act as a resource to other team members. In future we will ensure that they are trained on using myhealthlondon, which will be a searchable database for local resources for both professionals and the public. • Continuing to promote use of pharmacists as a first point of contact for parents with children with minor ailments, as included in our leaflet which is given to all parents at their 6 week baby check. • Continuing to promote online registration for ALL patients who are using repeat medications, and encouraging ALL patients on repeat medications to order for themselves, rather than through their pharmacist (exceptions are patients on dossette, and frail elderly who have opted not to use online registration). We aim for the majority of patients to be ordering for themselves via patient access app. This will reduce medicine wastage. • Providing training to our prescription administrator on medicines wastage, and continuing to challenge pharmacist or patient ordering of repeat medications which are not necessarily required e.g. issued less than 28 days ago for 28 days so not yet due. •
<p>What do you want to achieve with the proposed project?</p>	<p>We are currently about average in terms of expenditure/1,000 weighted patients within our prescribing budget for medicines that could be obtained OTC, we aim to ensure that we are in the bottom quartile for prescribing of these items by 31 March 2018. We also would like to see a reduction in attendance for self-limiting conditions, but this will be difficult to quantify. We want to promote self-care with patients when appropriate, by providing them with information, and ensure that they feel confident to self-care</p>
<p>How do you propose to evaluate your project?</p>	<p>By looking at the impact on our prescribing data. We will develop a simple survey to be undertaken by a sample of patients at the year end to get feedback on the resources used and whether this has helped build their confidence in self-care.</p>
<p>Name and signature of Patient</p>	

chair/representative	
Date	3rd November 2017