**NOTES OF MEETING WITH MSP MARGARET MCCULLOOCH, BOOTS AREA MANAGER ELECTED MEMBER CLLR COOPER**

**MONDAY 29THOCTOBER 2012 @ STONEHOUSE LIFESTYLES HALLICF**

|  |  |
| --- | --- |
| Item |  |
| 1 | **MEMBERS PRESENT & APOLOGIES** |
|  |

|  |
| --- |
| **In Attendance** |
| Margaret McCulloch (MM) MSP | J Fagan (JF) Aid to M McCulloch |
| George Smith (GS) SCC Chairman | Michal Toshner(MT)Area Manager boots |
| Robert Craig (RC) SCC Vice Chairman | Colette Martin (CM) Pharmacist and Store manager Stonehouse Boots  |
| Robert Freel(RF) (Secretary) | Cllr Margaret Cooper (MC) |

 |
|  | Margaret McCulloch introduced herself and those present and provided some background to why the meeting was being held.Michal intimated that she had taken up the role of Area Manager at boots following a restructure within Boots which resulted in a change in roles for former manager Andy Reston.George Smith indicated that this change was not known to the community council and it went back to the main principle of poor communication by the boots team and that the community council had been promised by Andrew Reston consistency of staff and that the issues raised would be examined however these had obviously not been communicated to the new management team. |  |
|  | MM asked GS to provide details of the concerns that the community council had.**STOCK**GS advised that through the CC facebook page and at previous meetings members of the public had approached the community council to voice concerns about the service from Boots. One such complaint was the perception that when ever repeat prescriptions were ordered the shop did not have the stock. Given that these repeat prescriptions were regular it was felt that these items should be in stockMT advised that they were currently looking into stock issues and explained that stock can be short for a number of reasons. i.e Market shortage, manufacturing issues, discontinued products . Stonehouse Pharmacist currently producing a list of items that have supply problems and is passing them to the GP practice to make them aware of the supply / stock issues. Pharmacist will also advise members of public of shortage problem and suggest alternativesMM asked about changing the prescription item and CM advised that they would always seek permission before changing a prescription item. As the GP practice becomes aware of stock issues it is hoped they will be able to prescribe alternatives. Stock deliveries are received twice daily.MC asked if there was a restriction on the number of stock items being held. MT advised that the store held 25 days stock and that they keep an eye on the top 200 items . MC ALSO raised concerns about medicines being changed especially with elderly patients who are familiar with their current range of pills and that a change in colour or size could lead to confusion. MT advised that in Generic medicines if they had a supply problem they had no alternative to seeking a different manufacturer however some medicines are not suitable for alternative replacements. RC asked if the shop recorded the number of occasions they were out of stock. CM advised no.**WRONG MEDICINES PROVIDED**GS advised that the CC were advised that wrong prescriptions had been issued to the wrong persons and asked what the checking systems were to stop this occurring.MT stated that Boots as a company were big on clinical governance and operated strict operating procedures and these were continually assessed as their aim was to have a zero error rate however admitted that human error does occur. MT as area manger does carry out audits and surprise visits to ensure stores are operating to the correct procedures. GS asked when the last surprise visit to Stonehouse had been carried out. This was not known. Stonehouse store had just undergone a review of 10 operating procedures surrounding the hand over of controlled drugs like morphine etc.If a failure occurs in a store operating procedure it is investigated to estabklish root cause of the problem. MT intimated that there have been errors in Stonehouse and whilst it is the intention to have a zero error the store is not even a medium risk for errors. Boots are know as a company strict on its procedures.**PRIVACY**GS stated this was another area where concerns had been raised and that it had been raised with the previous area manager. CC accepted that the store layout was restricted however felt that asking for peoples addresses in front of other customers could be a security issue for some people. MC advised that she had some concerns on the familiarity of staff with customers however the CC had no concerns on this as Stonehouse is a small village and every knows everybody. CM has already started to look at the layout and has moved chairs to form a different waiting area.MT advised that asking for an address follows the National Pharmacy guidelines and is a practice operated by the majority of chemists. GS asked if Boots would consider asking customers what they felt about this practice and perhaps they could consider Date of Birth. MT advised shop space is limited but they could consider looking at the shelf gondola arrangements.**OPENING TIMES**Opening times had been raised previously with Andrew Reston and the community council had suggested moving the opening hours to earlier perhaps 8.00 on some mornings. CM advised shop is open at 8.30 till 6pm.**CONTINUITY OF PHARMACIST**Mt advised that Collette was a permanent appointment to Stonehouse and that she had spend some considerable time working with the GP practice to ensure any problems were ironed out. GS stated that previous appointment of pharmacist from Larkhall was supposed to be permanent.   |  |
|  | **MISSING PRESCRIPTIONS**GS advised that through the facebook pages the community council had been advised of missing prescriptions. MT stated that these were not a frequent occurrence and that generally repeat prescriptions were ready within two days normally after 4pm. On some occasions misfiling had occurred. RF stated that from a personal perspective he had problems with the prescriptions being handed over to chemist from the surgery and that one said they had handed them over and the other stated they had not been received. The number of times this happens was not recorded in the shop.The number of prescriptions is around 2000 per week**CUSTOMER INFORMATION / SURVEY INFORMATION**Previously the community council had asked about customer surveys and the presentation of the findings to the public. CM passed results of a survey for weeks 1-26 which covered customer comments in relation to staff and helpfulness and these were all positive. Gs asked what other questions the survey covered and how these results showed. MT advised on the types of questions asked in the survey and that the results were good and a copy of questions asked could be passed to the community Council. GS asked that the results of the surveys be shown either in a customer notice board or somewhere in shop. MT also advised that comments or complaints can be made via the till receipt and these are anonymous. These are then fed back to the shop to address.**HOME DELIVERIES**GS advised that the previous applicant for a chemist shop offered hone deliveries and during the winter they delivered during the bad weather. Whilst it is understood that Boots do offer this service they don’t promote the service. Whilst the community council recognise that it was not practical to deliver to everybody they could still promote it to the elderly or the infirm. Perhaps even a notice to ask about home delivery.MM thanked GS for outlining the areas of issue and asked for a quick summary and suggested that representatives from Boots attend future community council meetings and the committee meet perhaps with boots twice per year.**SUMMARY*** Shop could perhaps record the number of occasions when asked for an item and it was out of stock.
* Some consideration would be given to asking customers if they would prefer to be asked address or date of birth.
* Boots to consider store layout and position of Gondolas
* Customer survey information will be displayed.
* Opening hours would be examined
* Home deliveries would be promoted.

MM thanked everybody for attending and asked that boots and community council exchange email addresses with RF stating that he will send copies of minutes to boots following each CC meeting. |  |