**PRG Meeting Notes**

**Tuesday 12th January 2016**

Present

Angela Marwood Chair

Paul Stephens Patient Representative

Mick Lomax Public Health Nurse

Rianne Norton Public Health Administrator/Complaints Officer

Apologies

No apologies received.

**Minutes from meeting on 08.12.15**

Angela firstly wished everyone a Happy New Year. The minutes from the last meeting were then reviewed. Angela apologised and said that although the minutes from the last meeting had been written up and checked by Sonia who chaired the meeting, they had not been distributed nor placed on the website, and therefore none of the other PRG members were aware that there was a meeting today. With this in mind Angela decided to arrange another meeting for three weeks’ time in the hope that more members will be able to attend. This has been arranged for Tuesday 2nd February, and then we will carry on as usual every 6 weeks from that date.

Angela stated that there had been no apologies received, but this was because the other members were not aware of the meeting today. Angela thanked Paul for attending today, and also thanked Sonia for chairing the meeting in December.

There was only one action point from the previous meeting, and that was for Mick to find out if there was a national GP DNA rate. Mick said that he has looked several times, but cannot find any evidence that a national figure is available.

A member of the group asked when DNA letters were sent out to patients. Angela replied that a text is sent to a patient each time they DNA for an appointment. The same group member stated that he was sat in the waiting room with another patient who had received a DNA text even though they were sat in the waiting room. Angela explained that this may have been because the patient didn’t check-in correctly.

Angela says that we do continually want to try and reduce our DNA rate, and the practice may be able to look at sharing DNA rates with other local practices in the network. Angela said that she will suggest this at the next Practice Manager’s Network meeting.

**Comments and Compliments**

Angela had not received a summary of any comments and/or compliments from Kate, and so these will be discussed at the next PRG meeting in February.

**Practice Update**

**New Telephone System**

The new telephone system will now be installed on 26th January by Premier, and we have been promised minimal disruption. All staff will have new handsets and will be given appropriate training on how to use them. The new system will be set up initially alongside the old one and will hopefully result in a smooth switchover.

The aim is that this new system will make it a lot easier for patients to contact the surgery. The outgoing message that patients hear whilst on hold has also been changed, and Angela says that this new system should be able to do anything we want it to do. There is also a voicemail facility set up to allow patients to leave a message to cancel appointments. The phones in reception areas will then flash red when a message is waiting so that reception staff are aware to check for messages.

Patients will also be informed of how many people are in the telephone queue in front of them. Patients then have the option of holding on the line to speak to a receptionist, or calling back at a later time. Angela said that we may have to make some changes as we go along depending on the feedback we receive from patients.

There will also be recorded messages to ensure that patients are directed to the person/team who can most appropriately deal with their enquiry. Angela also confirmed that all calls will be recorded. Angela said that there will also be a recorded message informing patients that reception staff may ask them further questions about why they want to see a clinician, and this is so that they can be directed to the most appropriate nurse/GP. The message will also inform patients that they do not need to disclose any information if they do not want to, and they just need to tell reception staff this when they ask.

There are many options on the new telephone system available to us that have not been previously, and this is because Premier specialise in providing telephone systems for medical organisations whereas BT do not. We will still have four main options for patients at this time, and again we may change it depending on patient and staff feedback.

Angela said that she was looking at conducting a short patient survey once the new telephone system has been in place for approximately 4-6 weeks, in order to look at patient feedback and to find out if the new system is working for our patients. We can then make changes if needed. We will look at this again nearer the time.

Angela also confirmed that once the new telephone system has been installed, reception and administrative staff at Kinsley and Greenview will also be taking phone calls, which again we hope will reduce the pressure on staff at Hemsworth.

**Staffing**

The new nurse practitioner – Jane Hinchcliffe - started at the surgery on 4th January and she replaces Michelle Simon who left in March 2015. She has completed all of her induction training and has now started to see patients. Jane is doing 30 hours a week over four days, with Tuesdays as her day off. In order to help reduce the footfall at Hemsworth, Jane will be conducting her morning surgeries at Kinsley.

A member of the group asked about additional surgeries in Upton. Angela confirmed that they were looking at additional clinics at Greenview but needed to be sure that patients were willing to travel there. If patients are willing to travel, then it will further help to reduce the pressure on staff at Hemsworth. Angela also explained that Richard has regular clinics at Greenview.

Angela confirmed that we still have a vacancy for an eight session GP, but explained that there is still a national shortage of GPs at this time.

Angela confirmed that the position had been advertised in BJGP (British Journal of General Practice) to try and attract a different audience. The advert was published in the journal’s January edition. It has also been advertised on the journal’s website and has been mailshot to its members. We just need the right person to look at it. Angela confirmed that they remain hopeful of filling the vacancy.

**United Health Wakefield Alliance**

Angela explained that recently there has been news about GP practices joining together to become a federation. GP practices still maintain their independence but also work together. The aim of the federation is to obtain more purchasing power which will benefit staff and patients. Each federation will also be able to commission services together and share ideas. Federations can establish the needs of their patients and then work together to organise services to meet these needs.

Angela explained that our practice has joined the United Health Wakefield Alliance Federation along with Friarwood in Pontefract, Ackworth and other local surgeries. The alliance is set up as a limited company, and each practice pays an agreed amount into a central pot, depending on the number of patients registered at their practice. Angela says that she has yet to go to a meeting as Dr Kamal has been attending the meetings. Angela says that there are other federations within the Wakefield area.

**JAG Accreditation**

As a practice, we have applied for JAG accreditation for our endoscopy unit. The JAG Accreditation Scheme is a patient centred and workforce focused scheme based on the principle of independent assessment against recognised standards. The scheme was developed for all endoscopy services and providers across the UK in the NHS and Independent Sector. This process is much along the lines of a CQC inspection.

We have had to ensure that all policies are in place and all procedures have been documented, and this evidence was sent to the accreditation board before Christmas. Kate has been leading on this project, and has been working alongside the endoscopy consultants, Janet Oxtaby (Lead for the agency nursing team) and Rachael Walker (Lead Endoscopy Nurse).

We have now received the preliminary report back from the assessors and they have requested some further information prior to the inspection. We will then be inspected on 4th February to formally assess and inspect us and receive an outcome over the following weeks.

A member of the group enquired if the endoscopy unit was still only being used at weekends, and Angela confirmed that this was correct but that it was now used on a regular basis. The same group member also asked if a private company could lease the unit during the week to save it from being empty.

Angela confirmed that they do currently have a company interested in doing just that and they have been to have a look around the unit to see what we can offer.

There is also a similar accreditation scheme (ISAS) for our ultrasound service, and Murray Schofield is the lead on this and is being assisted by an external expert consultant.

Being awarded these accreditations show that the services we offer are of a good standard.

**Next Meeting - Tuesday 2nd February 2016**