**PRG Meeting Notes**

**Tuesday 9th June 2015 at 12pm**

Present:

Angela Marwood Practice Manager

Sonia Poulson Finance Manager

Colin Cooper Patient Representative

Laraine Cooper Patient Representative

Sabrina Alexander Patient Representative

Gail Alexander Patient Representative

Mick Lomax Public Health Nurse

Rianne Norton Public Health Administrator

Apologies

Kate Lamb Assistant Practice Manager

Angela informed the group that Rita Harrison has now moved out of the area and will no longer be attending PRG meetings. Angela said that she had emailed Rita to thank her for all of her contributions to the PRG.

**Minutes**

Angela reviewed the minutes from the previous meeting on 21st April and noted the action points.

**Action Points from 21st April**

Mick was asked to speak to Age UK regarding the Dementia Carer’s drop-in event at Hemsworth Library on 5th May. Mick confirmed that Age UK was made aware of the event via Wakefield Carer’s. Mick also informed the group that there was another drop-in event planned for 3rd August from 10am to 12pm, and he is hoping it will become a regular monthly event. Mick will speak to carer’s at the next event to try and find out the most suitable time for the group to meet.

**Dementia walk-through**

Mick attended a second dementia walk-through across all 3 sites with Adrian Barnes-White from the Alzheimer’s Society on 19th May. We were hoping to have a summary available to discuss this afternoon, but Adrian has sent his apologies that this will not be ready. We are hoping to receive the full report very soon.

During this second walk-through some additional points were raised highlighting areas where improvements could be made.

Angela asked if we would need to wait for the official report before making a bid for funding, and Mick said that this was probably correct, but that there were also some improvements that we could do in-house.

Angela stated that we are ahead of other practices in our network in relation to the work we are doing to become dementia-friendly.

**Prescriptions**

A member of the group asked if there had been an increase in complaints about prescriptions, and Angela confirmed that the practice is looking at the whole area of prescriptions to see how it can be improved.

**Electronic prescriptions**

Mick has included some brief details about electronic prescriptions in the last practice newsletter, and information will also now be attached to all repeat prescriptions.

A member of the group asked why carers who were registered at the surgery were unable to pick up the online account details at reception for family members. Angela said that she would need to look into the confidentiality issues surrounding this request; however, if the patient is recorded as the carer for another patient then they should be able to collect on their behalf. Mick said that the practice also had to be aware of the safeguarding issues around collecting third party confidential information.

**Stress Management**

A member of the group asked how the Right Steps stress management workshop was received by staff, and Angela said that it had been a very good workshop. Sonia said that it made you more aware of the different stresses that can affect you without you even realising it.

A member of the group added that if members of staff are stressed, then this will have a knock-on effect on the patients, and will be reflected in patient care. It also causes a lot of frustration for patients. Comments were also made about the number of complaints heard from patients while just sat in the waiting room waiting to see a clinician.

**Mindfulness**

Mick informed the group that there has been a lot of in-depth research on the benefits on mindfulness and its power to control pain rather than allowing pain to control you. The library has books – some with accompanying CD’s – on mindfulness which can be borrowed by library members. Mick explained that he was currently undertaking his mindfulness training and Janice, the practice counsellor, was already trained and very knowledgeable on the subject.

**Comments and Compliments**

A comment was received from a patient at Upton, suggesting that it may be helpful to have medically trained receptionists who could give advice and this would then mean that less GP appointments were required. The comment also highlighted that reception staff are helpful and “do the best they can”.

There was also a lovely comment received regarding Dr Brown, which has been shared with him.

**Network Development**

Angela explained to the group that she had been to a practice manager’s meeting this morning, and following on from the unsuccessful Prime Minister’s Challenge bid, the network are looking to make a local network bid instead. It will be similar to the Prime Minister’s Challenge, in as such that it will involve Saturday and Sunday opening from 8am to 8pm in one location, and will be available for all patients in that network.

It is unclear at the moment whether it will be nurse- or GP-lead, and whether it will operate on a walk-in or appointment basis. Discussions are still at a very early stage. We are aware though, as are our GPs, that 7 day working is coming nationally, and it would be beneficial to get this service up and running for our patients.

We will have to apply for funding, and it will be run as a minor illness unit rather than a minor injury unit. It will not be run by sacrificing the usual weekday clinics – the weekend appointments will be offered in addition. There are also lots of Locum GPs available who can pick and choose their own sessions to suit their lifestyles as it offers more flexibility, and it may be these Locum GP’s who pick up some of the extra sessions. The clinics will be split into 4-hourly sessions.

The bid is still in the early stages and we will have to look into how we share clinical information between each surgery, as currently four out of the five practices in the network use SystmOne for managing patient records, but one practice uses EMIS and the two systems are not compatible. GPs would also be required to see the patient’s previous notes, and we would need to consider access rights.

A member of the group added that if patients are not seeing their regular GP this may lead to complications with their care, however, Angela stated that the appointments are not to be used for reviews, but for conditions needing immediate attention, and are designed to stop patients visiting A&E. There are currently pilot schemes similar to this running all over the country. There will be a further practice manager’s meeting on Thursday to discuss this further.

**Dementia**

Angela informed the group that staff would be attending dementia-friendly training in July. Mick stated that he would be running some practice sessions for our staff to attend during June TARGET to raise awareness of dementia. By September, guidelines state that 50% of our staff should have attended dementia-friendly training, with this increasing to 85% by March 2016, but Angela said that as a practice we are aiming for 100% of our staff to be trained.

**PMS Review**

There has been no further news on any withdrawal of funding. At this time, any money taken out of the budget will be given to Wakefield CCG and surgeries will have to do pieces of work in order to reclaim the money. Angela said that she would be very surprised if there were any redundancies.

**Practice Update**

**Staffing**

Dr Prasad has now retired, and he had a farewell gathering at Greenview. The practice has received a lovely letter of thanks from Dr Prasad thanking us for the cards and gifts that he received.

There is a female GP – Dr Chafer - interested in taking on Dr Prasad’s eight sessions at Greenview as a salaried GP from September 2015, as she has commitments during the summer. She has previously worked locum shifts at both Greenview and Kinsley.

A member of the group asked what her speciality was, but Angela said she did not know at this time.

Angela explained that Dr Crawley has a specialist interest in minor surgery which is why we can carry out minor operations at the practice. Dr Twine will also be undertaking the accredited Minor Surgery course so will also be able to carry out these procedures.

We now have three new receptionists in post, one at Kinsley and two at Hemsworth. It will take a little time to train them and ensure that they are confident in their roles, but so far we have had positive feedback regarding their work.

We are still looking to fill the vacant post left by Michelle Simon, and Margaret Taberner and Isobel Disney are interviewing this week, although unfortunately there have been very few applicants for the post. The last two candidates, both of whom were unsuccessful, were from an A&E and Out of Hours background, so both lacked the Chronic Disease Management experience that is required for this role. There is now only one local university offering the Specialist Nurse Practitioner course, which in turn leads to a more limited number of nurses holding the qualification.

A member of the group asked how many patients had recently left the practice. Angela said that she didn’t have any figures, but what we lose we gain back with new patients.

**Repeat Prescribing**

As a practice we are looking at repeat prescribing. At the moment it is difficult to know what happens when prescriptions are lost – is it the fault of reception or pharmacy? For our next TARGET training session on 17th June, a session has been arranged with all prescribers. We also now have reception team leaders in place – Denise Taylor at Kinsley and Jenny Reid at Hemsworth, and they have been in position as of 1st June. We will also shortly be advertising for a new receptionist/prescription clerk, working 25 hours per week. This new post holder will be responsible for the process of repeat prescribing, and will be able to manage problems that arise, looking at ways to make the process more user-friendly for our patients.

There is also a lot of work for clinicians to do to streamline the repeat prescription ordering service.

At Greenview, once repeat prescriptions are handed in, reception keep hold of these for one week after the collection of medication, to make sure that there are no errors between what has been requested and what has been dispensed, and then the scripts are shredded.

We will speak to the receptionists to get their opinions on this service can be improved. Prescriptions clerks will need to be well-trained in what can and can’t be done and we will also need to discuss how this will work across all three sites.

A member of the group asked Angela if it can be too much managing three sites. Angela replied that although it was three sites it was still the one practice and she has a management team to assist her. Kate has now been with the practice for 21/2 years and we were the last practice in the area to have a named assistant manager. In addition to Kate, Sonia Poulson is also on the Management team as Finance Manager.

**Newsletter**

Mick informed the group that the latest practice newsletter is now available at Hemsworth Library, Hemsworth Community Centre, Kinsley Community Resource Centre, Hemsworth Children’s Centre and in the waiting areas of all three practice sites. It is also now available online.

**Bee Happy Café**

The Bee Happy Café now has a Facebook Page and a Twitter Feed! Mick commented that the librarians at Hemsworth Library are very supportive of this initiative, as are the local job centre. The café is just a chance for people to get together and have a chat. It is to encourage people to talk about mental health and to promote positive well-being. The next event is on Tuesday 7th July at Hemsworth Library from 10am to 12pm.

Mick also promoted the other information offered by the library, e.g. information on local walking groups, college courses, access to health trainers and online access.

**Safer Places Scheme (Stay Safe)**

We are now a member of the Safer Places Scheme. The Safer Places Scheme is a voluntary scheme that aims to assist vulnerable people with learning disabilities, autism and dementia to feel safer when travelling independently. If a vulnerable person arrives feeling unwell, confused, lost, or having been a victim of crime staff within a Safer Place are asked to assist by contacting one of the people named on the back of the Safer Places Card or the emergency services and allow the vulnerable person to wait on the premises until the named person or police/ambulance arrive.

**Next Meeting**

Tuesday 21st July 2015