**PRG Meeting Notes Tuesday 5th September 2017**

Present:

Angela Marwood Practice Manager

Colin Copper Patient Representative

Laraine Cooper Patient Representative

Paul Stephens Patient Representative

Janet Neville Patient Representative

Kate Lamb Assistant Practice Manager

Rianne Norton Administrator (Minutes)

Apologies

John Buttree Patient Representative (Chairman)

Gail Alexander Patient Representative

Sabrina Alexander Patient Representative

**Previous Minutes**

There were no action points from the previous minutes.

**Practice Update**

**Community Pharmacist**

The Community Pharmacist is in post to help with prescription queries and medication changes. We have a Clinical Pharmacist (not a prescriber) – Erica Carmody – at the surgery for one day a week. Erica is currently working with Hayley (Prescription Clerk), and has previously worked in the community as a Community Pharmacist.

Erica has been having inductions at all of the practices she is working at, as she will be based at different practices each day. Her initial induction with us was on Friday 25th and Tuesday 29th August 2017. So far we are finding her very helpful. Angela explained that Erica is picking up medication queries which frees up extra time for GPs to see patients.

Erica has now met Dr Herrero who is the Medicines Management Lead. Erica is employed on a temporary contract with funding currently only in place until March 2018.

A member of the group explained that when he attended the most recent Network 2 PRG meeting, he was informed that once the funding has ended (March 2018), each practice will have to decide whether they have their own funding available to extend this service.

It was discussed that patients will get used to having this service available and then it will be removed. Angela explained that if practices can’t afford to keep the service then it won’t be continued.

**Appointments**

A query was raised about what happens to patient’s appointments when a GP’s clinic is cancelled due to sickness.

Angela explained that on the rare occasions that a clinic is cancelled, we will always endeavour not to turn patients away or cancel appointments.

When a clinic is cancelled there will be a lot of work going on behind the scenes by our Management Team, reception and administrative staff to try and minimise any disruption for our patients.

The cancellation of a clinic is also very stressful for other clinicians, as they may need to see extra patients during an already full clinic. We will always give patients as many options as we can with regards to re-booking their appointments. This may involve booking another appointment for that same day with a different clinician, booking an appointment at a different site, or re-booking the appointment for another day.

Often the cancellations are for reasons beyond our control. We do fully appreciate that these instances cause disruption and frustration for our patients, but we will always do our very best to ensure minimal disruption as far as is possible.

**Extended Hours Scheme**

Wakefield CCG is providing funding for additional appointments outside of the practice which our patients can access. The service is called “GP Care Wakefield”. Appointments are available at Trinity Medical Centre in Wakefield. The service is also looking at providing appointments at Pontefract Hospital, but these are not currently available.

Jenny Reid is our “Reception Champion”. She attended a training day to find out more about the service and how we can book the appointments for our patients.

The service was launched on 5th September 2017, but our practice does not “go live” until 3rd October 2017. However, we can now start to access the appointments that are available.

The service is available weekdays from 6pm to 10pm and 9am to 3pm weekends and bank holidays. The service is run by nursing staff from 6pm to 8pm, and then urgent care is provided by GPs from 8pm to 10pm.

Angela explained that from 6pm we will have different messages on our patient voicemail service. At the current time when a patient contacts the surgery out of hours, they are informed via a recorded message that the surgery is closed and to contact 111.

When the service goes live there will be a message played from 6pm to 8pm, another from 8pm to 10pm, and then reverting back to the original voicemail message from 10pm until the surgery re-opens at 8am on the next working day.

The service is run by clinical staff, and the patients will be triaged by clinical staff who will offer the most appropriate care depending on the patient’s individual circumstances.

A question was raised about elderly people being unable to travel to Wakefield to access this service. Angela explained that as part of this new service the practice is required to keep three appointments available for each morning surgery. This is so that any patients who contact the out-of-hours service and who need to see a GP but are unable to travel to Wakefield, can be booked in to see their own GP the following morning if it is clinically appropriate to wait until then.

A member of the group commented that it would be beneficial if this service was also available in our area as Pontefract walk-in centre will now be closed after 10pm.

A question was asked as to why GP practices don’t take it in turns to stay open late on an evening so that patients can be seen either at their own surgery or in the local area.

Angela explained that we do not have the staff to offer this service. Even if we had the money to offer the service there is still a nationwide shortage of GP staff.

A comment was made that GP surgeries can’t provide a service without funding and the funding is not available.

**Miscellaneous**

**Resignation from the PRG**

Colin Cooper and Larraine Copper announced to the group that this would be their last meeting. Angela thanked them for their contributions over their time in the group and everyone wished them well.

Angela explained that the PRG group should be run by the patients, for the patients with the members taking responsibility for arranging an agenda, taking minutes etc. The Practice Management Team should only be helping to facilitate the group but have been assisting more.

**Opening hours**

A member of the group asked why, when we are open from 8am to 8pm do we stop answering the telephones at 6.30pm?

Angela explained that it is a contractual requirement to provide telephone access from 8am until 6.30pm Monday to Friday. We do however offer extended access to appointments with some clinics being run from 7.30am, and up to 8pm on four evenings a week, and confirmed that we are paid extra by the CCG for these additional clinics.

A comment was made that the early morning and late evening appointments are good for shift workers.

Different practices will have different contracts with the CCG. The extended hours’ service that we provide is our choice, but it gives patients more options to book appointments outside of normal working hours.

In theory the surgery can still accept urgent appointments until 6pm if we have the capacity and clinicians are available, but the CCG are now providing additional capacity until 10pm under the GP Care Wakefield Scheme detailed above.

This is a pilot service and we will be asked to provide feedback from our patients. The practice will also be asked to provide statistics on the number of our patients who have used the service.

Angela acknowledged that there will be patients who can’t or don’t want to travel to Wakefield, but the service is available for those patients who are prepared to travel.

Kate added that sometimes patients may just want some advice, and this service makes that available. Kate further added that some of the patients who use this service may otherwise attend at A&E, and although this will not stop patients turning up inappropriately at A&E, it will hopefully reduce these attendances.

**Comments and Compliments**

Hemsworth

*Dr Javali visited my father in law yesterday and my sister in law was there too. They were both very impressed with her especially given that Dr Javali had never met him before. My father in law even said she was the best doctor he had ever seen.*

Kate commented that it is nice to receive a positive comment.

Hemsworth

*Smoking at front of footpath by staff. Should not have to walk through this with my kids. Smoke free, set an example.*

Kate explained that members of staff do go off the premises when they smoke and will go up onto the public footpath. We do however get patients each week who do smoke directly outside the surgery entrance, and Angela explained that she has asked people to move off the premises when smoking.

Hemsworth

*Rianne given a box of chocolates from a patient thanking her for all of her help.*

Endoscopy

*I really truly thankful for how you made me feel. Thanks for making me relaxed. Thanks a lot, hope you enjoy the stuff (biscuits).*

Kinsley

*Feel ill with the heat. Don’t know how elderly survive, needs air con. Also TV too small to read. Calmer temper, cooler people work more efficient when cool. TV – bigger so don’t strain eyes also local business adverts break up the boring.*

The heat will always be an issue when we have the hot weather, but unfortunately we do not currently have the finances to install air conditioning. We do pull the blinds down, but understand that the waiting rooms and consulting rooms can still become very warm.

Hemsworth

*Patient’s daughter spoke with Rianne to say that Sue Brammer* (secretary) *had been “fantastic” in helping to sort out the missing items from her father’s prescription.*

It is not part of Sue’s role to do this, but shows that she went out of her way to help the patient as all of our staff try to do.

Non-Hemsworth

*Not happy having to be put on hold every time – 30 minutes. More people to take calls.*

We do currently have a full complement of reception staff available to take telephone calls but accept that at busy times patient have to wait in a queue.

Non-Hemsworth

*This sign should read comments, compliments and complaints.*

It was explained that complaints are dealt with separately and the Comments & Compliment box is just for that.

Hemsworth

*Brought biscuits info reception to show appreciation of their hard work.*

We have received some lovely comments from patients who regularly bring in ‘treats’ for the staff.

**AOB**

Paul explained that the last Network 2 PRG was approximately 2 months ago – the next meeting is Wednesday 6th September 2017. The meetings have now changed from once every three months to once every two months.

**Next meeting – Tuesday 7TH November 2017**