**PRG Meeting Notes**

**Tuesday 11th April 2017 at 12pm**

Present:

John Buttree Chairperson

Angela Marwood Practice Manager

Paul Stephens Patient Representative

Colin Copper Patient Representative

Laraine Cooper Patient Representative

Rianne Norton Minutes

Apologies

No apologies were received.

**Previous Minutes**

All members of the group had received a copy of the previous minutes.

Action Points

Parking

Parking is an ongoing issue. Angela explained that following a recent notification sent to all staff, there are now at least two members of staff who work in the Admin Office upstairs who now park elsewhere, and this has freed up a couple of extra spaces in the car park.

A comment was made that members of staff have been seen using the disabled parking bays in the car park.

Angela explained that this issue had been raised again with staff recently, and everyone had been reminded that the disabled parking bays are only to be used by persons displaying the appropriate disabled blue badges.

**Action Point**

**Angela will also ensure that this message is relayed to the District Nursing Team.**

A comment was made that there are also problems at Kinsley and Upton with parents parking in the surgery and then dropping off/collecting their children from school.

Toilets

A member of the group commented that he visited the toilets during a recent visit to the surgery. He said that there were no handtowels, no hand wash and the towel dispenser was hanging off the wall. Another member of the group added that when she visited the ladies toilet there had been no toilet roll in the cubicles. It was commented that there were no concerns regarding the cleanliness of the toilets.

**Action Point**

**Angela will ask George to check the hand towel dispenser in the gentleman’s toilets.**

Prince of Wales Hospice Update

Angela received a further update from the Prince of Wales Hospice this morning – our current total is now £865.60. This is a fantastic amount of money to have been raised, and has mainly come from the bookstalls at each of the three surgery sites.

Comments and Compliments

There are none available to discuss today – any received during March and April 2017 will be forwarded to the next PRG meeting.

Youth Friendly Results

We recently had some work to complete for the CCG which involved the provision of services for young people. We were asked to complete 20-25 questionnaires but only received 15 responses which may be because we have fewer patients in this age group utilising our services, especially on a regular basis. The questionnaires did give some mixed responses, but the recommendations that were made included lunchtime appointments, music in the waiting room (it was explained that we do have the television on) and also more parking spaces.

Practice Update

Dr Skipp has started at the practice and will be working 1 x day a week (Tuesday) during term time. She started her induction last Tuesday and will return after the Easter holidays. Dr Skipp is also trained in fitting coils and implants. We are also looking at training other nursing staff to carry out these procedures.

Dr Jevali is due to start at the practice on Tuesday 2nd May 2017. She will be working 4 x sessions a week on a Tuesday and Thursday which will cover Dr Herrero’s half-day on a Tuesday and Dr Johnston’s day off on a Thursday.

Angela explained that we do try to make sure that there is a GP at each site on a daily basis. We do also try to keep one of the Partner GPs at Hemsworth each day as this is the main (and busiest) site.

It was explained that locum GPs do help to fill the staffing shortages, and it means that more appointments are available to our patients, but they don’t do any home visits or paperwork, so this work is still left to the GPs employed at the surgery.

Dr Jevali previously worked as a Partner GP at a Wakefield GP Practice. She looked around at several other surgeries but liked our practice, and we are delighted that she has decided to join our team.

It is important that we have more stability at the practice for the Partner GPs, and we hope that by having Dr Skipp and Dr Jevali joining our team, it will help to ease the pressure that they have been feeling over the last few months.

Jane Hinchliff our Advanced Nurse Practitioner (ANP) is sadly leaving us in April, but we are pleased to have appointed a new ANP – also called Jayne – who is as qualified and experienced as Jane. She only has to give 4 weeks’ notice and is currently undergoing her pre-employment checks, so we are hoping that she will be able to start in the next 3-4 weeks. All of her references were excellent. She had looked around at a few local practices and liked us, and we look forward to welcoming her to our team. Hopefully there will be only a very short period of time between Jane Hinchliff leaving and Jayne starting at the practice.

A comment was made by a member of the group that two of our locum GP’s – Dr Hussain and Dr Nabi were very nice, and would they be interested in joining the practice?

Angela explained that we have had positive feedback from both Dr Hussain and Dr Nabi about working at the surgery, but at the moment it suits both of their personal circumstances to work as locums.

We are working hard to become a fully staffed practice, as we know that a full complement of clinical staff eases the pressure on the reception and administrative team who have been working extremely hard over the last few months.

Appointments at the wrong site

A comment was made by a member of the group about patients being told to attend appointments at the wrong site.

Angela explains that this sometimes happens due to human error and as a result of work pressure. However it was acknowledged that it is frustrating for patients, and Angela will discuss this with Jenny, our Reception Team Leader. It was also mentioned that we do now have 2 x new receptionists so we need to make sure that all of our Reception Team remember to confirm the location of the appointment with the patient.

**Action Point**

**Angela will speak to Jenny regarding patients being given the incorrect location for their appointment.**

Network 2 PPG

The details of the next Network 2 PPG were given to Paul, and he has confirmed that he is happy to attend. The meeting is being held on Tuesday 25th April 2017 from 2pm to 3pm at College Lane Surgery in Ackworth.

AOB

Operating Theatre

A member of the group asked if the operating theatre was being utilised during the week. Angela explained that it is used primarily at the weekends for vascular and cataract surgery, but says that one of the ophthalmic consultants was now free on a Thursday, so we are hoping to add an extra weekly clinic. The theatre is available to be hired, and Angela explained that the practice has previously had discussions about this with Methley Park Hospital. A member of the group stated that we have good facilities here and it is a shame to have them empty for long periods of time. Angela explained that we are always open to new opportunities when they arise. A member of the group commented that he had his cataract surgery performed at The Grange, and the service was excellent.

Bulk Buying

A member of the group asked if the practice had received any further information about bulk buying goods within the network. Angela confirmed that there had been no further update from the federation at this time.

In-house Pharmacist

It was asked if there were any plans to employ an in-house pharmacist at the surgery. Angela explained that this is something that the Partners have previously discussed. It is a service that is used by some practices on the west side of Wakefield. Some of the comments are that that it has saved a lot of GP time, and from our perspective it may also save Hayley and the other prescription clerks a lot of time, but others say that it has actually generated more work for the practice, so there are some very different views.

Hayley and the prescription clerks are able to deal with patients who have regular repeat prescriptions, but if a patient has a query about their medication, either the type or dosage, then this will need to be dealt with by the GP, which adds to their already heavy workload. It is not something we have ruled out, and may consider it again in the future.

**Next meeting – Tuesday 23rd May 2017**