**PRG Meeting – Wednesday 18th January 2023**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Apologies

Chris I’Anson Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Comments and Compliments

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| --- | --- | --- |
| December 2022 | Telephone | Patient wanted to pass on her thanks to Dr Choudhary - said he was brilliant with her. |
| December 2022 | Hemsworth | Patient would like to say how wonderful Dr Dawood is. Patient has seen him a couple of times now and he always takes his time, never feel rushed and always listens properly. He is very warm & friendly, always a pleasure.  WELL DONE DR DAWOOD! |
| December 2022 | Greenview | Patient has seen Steve this morning and wanted to let us know that he is AMAZING! |
| January 2023 | Email | I would just like to pass on gratitude from myself and my partner for how well Dr Dawood has treated him in the past few weeks. He has been very sensitive towards him and his current issues and has been a massive help encouraging him and bringing multiple options to the table for us. Many thanks once again for your brilliant service! Also I'm not sure of her last name but the receptionist – Olivia – was brilliant when we initially called up to book an appointment. She was also very sensitive and went above and beyond to ensure he was seen immediately. Thank you! |
| January 2023 |  | Patient wants to thank us all at the surgery for looking after over the Christmas period when she was unwell. She wanted to pass on what a wonderful job we all do.  WELL DONE EVERYONE! |
| January 2023 |  | We saw a really lovely doctor (Dr Sundaram) who put through an urgent ENT referral. She was brilliant - absolutely amazing - really listened to us. |
| January 2023 | Email | I just wanted to thank your team for their excellent service today. I called for an appointment this morning and the receptionist (Kristie) was pleasant and polite and helped me to make an appointment to suit my needs. I was really grateful for this as I work in a local primary school. The telephone consultation with the doctor; again he was pleasant, polite and gave me advice as well as being able to prescribe medication for my needs in an efficient way (Dr Herrero). This evening I went to the chemist in Kinsley, and again the staff were welcoming, efficient and courteous. Despite the ongoing challenges within the NHS, I truly appreciated the service that I received today and that in itself makes you feel better when you’re not feeling 100% well. Thanks go to you all for working tirelessly in this manner under such challenging times. I hope the pressures ease soon for you all. |

Practice Update

**Covid Vaccines**

The last Covid vaccination clinic was held at Churchview Medical Centre on 7th January 2023. We have found before that when we get to this time of year there are less people interested in attending for the vaccine. We have given as many as we can.

A question was asked about whether there are any more vaccine programmes planned. Angela explained that we have been made aware that there will be a Spring booster campaign, but we do not have any further information to date.

**‘Flu Vaccines**

We are also getting to the end of the annual ‘Flu vaccination programme although we do still have lots of vaccinations in our fridges.

We had a walk-in clinic last week with around 35-40 patients attending. We will also look at doing another ‘Flu vaccine clinic if the demand is there. We will also advertise any further clinics on Facebook.

**Tree Removal and Softwash**

The last tree has now been removed and we have had a softwash contractor on site. He has done a fantastic job and we would thoroughly recommend him. The roofs all look amazing. He has cleaned the roofs, paths, car park and walls, as well as cleaning all gutters, windows and shutters.

**Access to records**

No further update to share.

**Staffing**

No further update to share.

**Staff Sickness**

A member of the group asked what a “daily SIT Rep” was, as it was detailed in the previous minutes that we are still having to report a daily SIT rep to Wakefield ICB informing them of staff sickness.

A SIT Rep” (Situation Report) details our current weekly sickness absence. The ICB are interested in these figures as we hold a contract with them to commission services.

We are lucky in so much as that we have 66 members of staff (full-time and part-time), working across three sites, so we do have staff that can pick up clinics during periods of staff sickness. We do very much work as a team and this is also the reason why we managed so well throughout the pandemic. We also have a lot of staff who live locally, or live within walking distance of one of our three sites, so this makes it easier to keep the sites open and to run our services during bad weather.

**Post-Meeting Note**

We have to provide the following information to the ICB – now on a weekly basis. This was initiated at the start of the pandemic. However, should our circumstances change then we must notify the ICB immediately so that they can provide support if required.

We have to provide information including:

1. The number of staff off sick
2. Whether the members of staff are clinical or non-clinical
3. Any members of staff working at home
4. Is the sickness Covid related

Should we have a problem at one site – e.g. we had the Wi-Fi go down at Kinsley last week – then we can move staff to an alternative site, so that there is minimal disruption to clinics and to patients.

Angela explained that whilst attending the Practice Managers meetings, the comment had been raised that the ICB ask for all of this information from us (it was commented that it was a “tick-box” exercise”) but then when we’re on code red and in desperate need of help, they don’t do anything to provide any help or support to practices.

We also have to report the number of staff unable to attend at work when it is snowing.

**CCTV Cameras at Greenview Medical Centre**

A member of the group asked how many patients had been fined for not entering their vehicle registration details.

Angela explained that she does not have this information as the system is managed by Creative Car Parks, although during the first month or so post-installation, we did receive a lot of phone calls from patients making enquiries.

All enquiries, including those relating to fines and appeals, are directed back to the car parking company. They have advised us not to get involved in any disputes or complaints – they will deal with it all.

Angela explained that the reception staff will do their best to remind patients to enter their registration details, and they also have an iPad to help patients who may be having difficulties, but the signs are clearly visible, both inside and outside the building.

A question was asked as to when the cameras will be installed at Hemsworth, and Angela confirmed that there were no current plans to install the cameras at either Hemsworth or Kinsley.

A member of the group asked if we make any money from the scheme?

Angela confirmed that no, we don’t. This is because it was very expensive to install the cameras and the signage, and this was done at no cost to us. It will take the company years to recover the cost of this outlay, but because they own so many large car parks they were happy to fund it because they know that it is a problems for us.

Angela explained that it was also easier to install the cameras at Upton as there is no pharmacy on site.

At both Hemsworth and Kinsley we need to be aware that patients will use the car parks when visiting the pharmacy as well at the surgery – and also the endoscopy unit at Hemsworth.

The group discussed some different options about how best to try and manage the car parking situation at Hemsworth, and these will be looked at further by the GP Partners and Practice Management Team.

Angela explained that the reason we decided to install cameras at Upton was in order to protect our staff and patients as well as the school children. Angela told how she had witnessed – on many different occasions – the erratic and dangerous behaviour displayed by some parents/carers dropping their children off and picking them up again at the start and end of the school day.

Cars would pull into the car park and children would jump out and then run through the car park and into school. The same at the end of the school day – children were running from school, into the car park and into a waiting car. There were lots of cars pulling in and out of the car park and it was extremely dangerous.

Dr Johnston was also almost hit by a car reversing in the car park.

We have previously conducted road safety campaigns – including asking the local school children to design a road safety poster – to highlight how dangerous the car park can be, especially at the start and end of the school day. We engaged with the headteacher who also expressed her concerns for the children’s safety, as well as with local PCSO officers.

We also had a situation whereby an elderly couple attended for an appointment but were forced to park on the road and walk into the surgery because school parents/carers had taken up all of the spaces within the car park. This is really unfair on our patients.

However, the safety of the school children is our priority, and this is why we have taken this action. Angela further explained that on one occasion she received verbal abuse from parents, and so locked the gates so that cars could neither enter or leave the premises, meaning that two cars were locked in the car park.

One parent was very apologetic, whereas the other continued to moan. They had to wait before Angela opened the gates ad they were allowed to leave. This is permitted as they made the decision to park on private land. Unfortunately though we do not have the resources to do this every day.

**Action Point**

**To add a Facebook post advising patients that we are monitoring the car park at Hemsworth.**

**Action Point**

**Angela will pass all of the group’s comments in relation to the installation of CCTV cameras at Hemsworth and Kinsley onto the GP Partners.**

**Lights**

We are in the process of changing over to LED lights throughout all three sites – five buildings in total:

* Hemsworth
* Kinsley
* Greenview (Upton)
* Theatre
* Endoscopy Suite

From 2024, manufacturers will no longer be making the fluorescent tubes for light fittings. We are slowly working through the Hemsworth site and then will progress to the other buildings. We do have some funding from the PCN eco-fund to help us complete this work.

**Novus**

Novus used to attend at the surgery – providing physiotherapy and adult hearing clinics.

Angela explained that, historically, funding is often primarily directed into the central Wakefield area, with the practices in the Southeast of the county feeling like the somewhat ‘poor relation’.

Each practice has a share in Novus, and they apply for contracts along with other service providers.

Novus are now starting to provide a service to patients in the Southeast – using our buildings and facilities to provide these services, and The Grange is one of these ‘hubs’.

There is another hub at Trinity Medical Centre in Wakefield and another in Sandal.

The services include adult hearing clinics and physiotherapy, and they will also be using the gym at Kinsley for 2-3 days a week, so we are really pleased that these facilities will be available to patients again.

This is a great service for patients in the Southeast. We are currently in negotiations in relations to fees, but we are looking to agree a favourable annual block fee for the use of these rooms and facilities. The priority is having these services available for patients in the local area.

A question was asked about how long ago it was that we lost the x-ray service which was so beneficial – not only to our patients but to the local community.

**Post-Meeting Note**

Angela has confirmed that Murray, the radiographer, left in October 2018, so the x-ray services were decommissioned by the (then) Wakefield CCG shortly before that time.

We still feel that this was a huge loss for our local community, a view echoed by the group.

A member of the group is continuing to engage with the ICB as well as with local politicians in relation to the decommissioning of this service, and continues to update us with his efforts, for which we are extremely grateful.

In response to a question from a member of the group – the x-ray machinery is still in the old x-ray room, but it is now obsolete.

There was also a discussion around the loss of visiting consultants – again for the community as a whole and not just our own registered patients. This service was also decommissioned by the (then) Wakefield CCG. We used to have consultants from many different specialities visiting the practice, including, gynaecology, ENT, ophthalmology, general surgery and vascular surgery. These services always received such positive feedback from patients.

**Virtual Members**

A comment was made during the last meeting, about whether any of the virtual members engage with the group in any way, and Angela confirmed that, no, we have no engagement from any of the virtual members.

It was also decided that minutes will no longer be emailed out to the group as they are accessible on the practice website via the following link: [The Grange, Greenview and Kinsley Medical Centres - Patient Reference Group (grangemedicalcentre.co.uk)](https://www.grangemedicalcentre.co.uk/pages/Patient-Reference-Group) .

We would also like to extend an invitation to all virtual members to attend the next PRG meeting on 1st March 2023; we will send out a separate email with further information regarding this meeting.

**Veterans’ Health Checks**

A member of the group asked if we could provide an update on the progress we have made within the practice in relation to Veteran’s health checks at the next meeting.

**Action Point**

**Angela to provide information on the number of veterans invited for a health check and the number of health checks that have been carried out.**

**Date of next meeting**

**Date: Wednesday 1st March 2023**

**Time: 10am**

**Venue: The Grange Medical Centre, Hemsworth**