**PRG Meeting Notes**

**November 11th 2014 at 12pm**

Present:

Angela Marwood Practice Manager (and stand in chair)

Colin Cooper Patient Representative

Mrs. Larraine Copper Patient Representative

Mick Lomax Public Health Nurse

Janice Wilson Public Health Counsellor

Rianne Norton Public Health Administrator

Apologies received from:

Sabrina Alexander Gail Alexandra Rita Harrison

**Action Points from previous PRG meeting on 30th September 2014**

Angela stated that the coffee morning arranged earlier this year was not very well attended, and so we will wait until the New Year before making a decision on any further events. All three sites are continuing with the book tables, and this is proving to be very popular with staff and patients alike. The proceeds from the coffee morning, tombola and book stalls is £389.19. The proceeds have been split between the Prince of Wales Hospice and the Yorkshire Air Ambulance. Thank-you letters have now been received from both organisations and will be displayed at all three sites.

Mick was asked to look into how local schools are planning to roll out the ‘flu vaccination programme for year 7 and 8 children (aged 11 to 12 years). He reported that the Department of Health has organised this vaccination programme as a one-off event. Children who are eligible within the Wakefield area will be vaccinated at school, but if they choose not to have the vaccination or are away from school when the vaccinations are administered, then there will be no follow-up by the child’s own GP. Children classed as “at-risk” due to particular medical conditions will still be eligible for a vaccination at their GP Surgery. The long-term aim is to vaccinate everyone under 16 years, one year at a time.

**Practice Update**

Angela confirmed that the final member of the Public Health Team was now in place, and she introduced Janice Wilson, the Family Counsellor. Janice said that she had now started to see clients. She explained that she would first conduct an initial assessment with the client to see if counselling would be beneficial, and if she is unable to help for whatever reason, then she would direct them to the relevant person and/or organisation who may be able to support them. Janice also explained that she is undertaking a Supervision course at the moment, and once completed this will enable her to mentor and supervise other counsellors.

Angela confirmed that there is currently a vacant post for a Minor Illness Nurse following the departure of Vicky Auty, who has taken up a full-time post at a GP practice in Leeds. The position has been advertised and applications have been received. At the moment, other nurses within the practice have been working extra hours to try and make up the shortfall, and will continue to do this until the vacancy has been filled.

**PMS Review**

Angela explained in the previous PRG meeting that the government is looking at cutting funding totalling £3.8 million from Wakefield GP practices over the next 3 years. Petitions are now available for patients and members of the public, which will be sent to the local MP. Five petitions have been already been completed in the last 3-4 days and these have been sent to the local MP.

A meeting had been arranged with NHS England on 4th December 2014 to discuss this cut in funding, but Angela explained that she received notification this morning to say that this meeting had now been cancelled. Angela explained that she had a meeting with the CCG yesterday and they were not aware that meetings were to be cancelled, and she will now wait for further updates.

**Infection Control Audit**

This was carried out by Wakefield Council on 21st October 2014. Angela said that she had received the results of the audit this morning. She had not read through all of the results yet, but Kinsley’s score had increased from 84% to 90% as a direct result of improvements made by the Practice, including replacing the carpet in the consulting rooms with vinyl. The inspection team also looked in the new operating theatre at The Grange. Overall, the practice is now meeting more standards.

**Operation Resilience Funding**

Also known as Winter Pressures Funding, which is money that has been allocated to GP’s in the past to help ease the demand of winter. GP Practices in Wakefield can bid for this money, and it can be used to educate patients and to offer extra appointments with an aim of reducing A&E attendances. The Practice would aim to offer extra GP appointments between 6.30pm and 8pm on Thursday and Friday evenings. This initiative should have started on 1st November but the funding is yet to be confirmed. The extra appointments must be outside of the surgery’s normal core hours, which are 8am to 6.30pm Monday to Friday. At this time however, the extra appointments cannot be booked until after 6.30pm, but this is when the surgery’s phones switch over to the out-of-hours team. The initiative is now looking at a start date of 1st January 2015. Angela said she wanted to be able to open these extra appointments up from 2pm, as at this time all appointments and home visits would be booked. The appointments are designed to be corresponding with peaks of service at local A&E departments, but Angela explained that in this area, the peaks at A&E are during lunchtime and tea time when the surgery is already open. The Practice will be sending in its final submission on Friday, and hopefully we can start offering these extra appointments from January 2015.

**NHS Friends and Family Test Experience Survey**

Angela handed out an example of the questionnaire, which asks patients how likely they would be to recommend their GP Practice to friends and family. This will be a requirement for all GP Practices from 1st December 2014 and will be on-going. There will be no minimum number of surveys to complete. The Practice will be sent promotional material and information will also be available on the website. Patients can choose to complete the questionnaire online if they wish. All online surveys will auto-collate, but the Practice will need to collate paper copies. Monthly reports will be completed and sent to NHS England, and results will also be displayed in waiting rooms. The first question is mandatory, but each Practice can also choose an optional second question which requires a textual response. After discussing several options, a decision was made to include a question which encourages patients to tell the Practice what we are doing well, but then also asks if there are any suggestions for what we can do better.

A query was raised as to whether the Practice could produce a newsletter on an ad-hoc basis which would inform patients of any changes made within the Practice as a direct result of their suggestions. Paper copies of the questionnaire will be available at reception, and information about completing the questionnaire will be available in all waiting rooms. Staff will be receiving information on this at the next TARGET meeting.

***Post meeting note: Details of ideas from the PRG for the second question were taken to the line-managers meeting and with a view to involving patients more in all decisions suggested it would be a good idea to ask ‘Did you know we have a PRG where you can contribute to changes in your surgery?’ This will then encompass the PRG suggestion to encourage patients to come and participate more.***

**Patient Reference Group (PRG) Survey 2014/2015**

The PRG will need to decide which areas we will survey this year. Last year we obtained some positive results about the service provided by the Practice, so we will need to decide whether we will look at a general overview of the Practice again this year or look at a more specific area. We will discuss it further at the next PRG meeting.

**Network Survey**

This will be looked at further in the New Year and will be separate to the PRG Survey. Its aim will be to make people aware of the other practices within our network.

**AOB**

A query was raised about why patients who contact the surgery for an appointment now have to speak to the nurse before being given a doctor’s appointment. Angela explained that reception staff were supposed to ask patients who requested to see a doctor, whether their problem was something that could be dealt with by a nurse. This patient will then be added onto a triage list, and will be contacted by telephone by one of the practice nurses. If it transpires that the patient does actually need to see a doctor, then they will be allocated an appointment. At the moment some reception staff will allocate all of the doctor’s appointment on a first-come first-served basis, and will then start to add names to the advice line. There will be a nurse allocated to calling back these patients, but other nurses and the on-call GP also dip-in to this list to ensure that all patients are contacted at the earliest opportunity. At this time the service is dependent on which receptionist you speak to, and Angela acknowledged that further training does need to be implemented so that staff are aware of which queries can be dealt with over the phone. Receptionists need to directly ask the patient “is this something that the nurse can deal with?”

Mick Lomax, the Public Health Nurse explained that he had arranged for a member of the Alzheimer’s Society to attend Hemsworth Library on 27th November 2014 to talk about dementia. Anyone can attend this talk, and its aim will be to raise awareness of dementia, and to provide information on how and where to access support services. Mick has now completed his ‘dementia champion’ training and so can now train other people to become ‘dementia friends’. The role of a ‘dementia friend’ is to help and support those people suffering with dementia along with their families and carers. The Charity is looking to recruit one million ‘dementia friends’ by the end of 2015.

Mick also explained that the charity Age UK is running a ‘Good Neighbour’s Scheme’ in the Fitzwilliam area. It encourages residents to keep an eye on their neighbours, especially now that the winter is approaching, and the charity can also advise people on where to go if they need help and support. Angela will arrange for leaflets regarding this to be placed in the Practices’ waiting rooms.

Next meeting has been arranged for 9th December, 12 noon to 2pm