**PRG Meeting – Wednesday 8th November 2023**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Apologies

Chris I’Anson Patient Representative

Paul Stephens Patient Representative

Sandra Pickin Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

‘Flu, Covid and Shingles Vaccinations

Angela explained that the practice has been doing really well with administering these vaccines to patients. We have been a lot more organised this year with lessons learnt from previous years. Our Covid clinics started on 30th September, and we held clinics on every Saturday in October which were well supported by staff and well attended by patients. We have also been carrying out regular weekly stock checks. We have been administering ‘Flu vaccines during these Covid clinics, as well as holding separate ‘Flu clinics across all three sites and giving the vaccines to patients opportunistically.

We have administered approximately 1500 Covid vaccines in total. We have sent texts and invites to patients and it does now feel like we are coming to the end of this campaign.

The PCN staff have vaccinated the care homes. We have also vaccinated the majority of our housebound population. We have 30 housebound patients still awaiting their ‘Flu vaccine and we will receive help with this from the PCN.

We have given almost 2500 ‘Flu vaccinations and, as of 6th November 2023, we only have 525 left to give. We have given around 2000 vaccines in 6 weeks which is a fantastic achievement and much better than previous years.

We are now getting to the end of the campaign and it is proving more difficult to get patients to attend for their vaccine. We have been as quick as the chemists in administering the vaccines this year. We have further clinics planned, and we will continue to book clinics until the end of November. We are now trying to target those patients aged under 65 years who are classed as being in an ‘at risk’ group. We can send back 10% of our original order but we still have to administer more vaccines.

Care coordinators are non-clinical staff led by a registered nurse (Lauren) who are employed by the PCN to work in practices. They have been trained to give vaccinations – ‘Flu, Covid and Shingles. Lauren is visiting the practice this afternoon to see how her and her team can help us administer the shingles vaccinations as we have approximately 400 eligible patients including 40 patients who are housebound.

The PCN staff work across different practices but we have received some lovely feedback from those who have worked with us to say how friendly and welcoming we are which is lovely.

Lauren – along with Joanne (one of the care co-ordinators) – attended the Covid clinic on 28th October. Lauren was the Clinical Lead. Both said how much they enjoyed it and how they would love to do more work with us.

**Action Point**

Pneumonia vaccine – is it just one vaccine? To check with Claire Leeson.

**Post-Meeting Note**

Discussed with Claire Leeson – Office Manager. Patients aged 65 years and over will normally only receive one pneumococcal vaccine in their lifetime. There are some very few exceptions where patients may receive the vaccine every five years, but this is usually where the patient has a particular health concern or underlying illness.

Staffing

We are currently in the process of recruiting a full time Advanced Nurse Practitioner. They have been directly employed via the practice and not through an agency.

IPC Visit

The visit was conducted across all three sites with no major concerns identified. There were some minor housekeeping issues which we will address.

Comments and Compliments

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| September 2023 | Hemsworth | I’ve recently been to The Grange three times within the last week for different reasons and I’ve seen two different doctors and one nurse. I’d like to say the care and time I’ve been given by them all has been amazing. I’ve felt listened to and instantly at ease which is lovely as I have health anxiety and sometimes feel anxious when visiting the doctors! Receptionist staff have also been wonderful when booking appointments and at the reception desk.  |
| September 2023 | Kinsley | Want to thank Dr Nabi for being very helpful during her appt. She wanted to say how lovely he was and how all reception have always been very helpful. |
| September 2023 | Hemsworth | I have seen 2 patients today and both of them had loads of positive comments for Dr Ahmed. Well done Dr Ahmed. |
| September 2023 | Hemsworth | Patient said how lovely and nice Dr Choudhary was when she saw him. |
| September 2023 | Hemsworth | Excellent service. Friendly staff. All doctors are super friendly and helpful. |
| September 2023 | Family and Friends | Very Good. Always happy to try and help and go above and beyond for kids. |
| September 2023 | Hemsworth | Patient wants to give her appreciation and thanks to everyone for being prompt with everything we do |
| October 2023 | Thank-you card | “For the excellent care we have received from all the staff at The Grange.” |

Patient Participation Group – Patient Newsletter

A member of the group brought in copies of the Middlestown Patient Participation Group Patient Newsletter which she had been sent via the ICB. It was discussed that the newsletter was very informative and it would be a nice idea if there were members of the group willing to create it. It was agreed to discuss at the next meeting when hopefully more of the group will be available to put forward their ideas. A copy of the newsletter has been attached for information.

**Date of next meeting**

**Date: Wednesday 13th December 2023**

**Time: 10am**

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