**PRG Meeting – Wednesday 15th June 2022**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Janet Neville Patient Representative

Paul Stephens Patient Representative

Apologies

Eleanor Horobin

Chris I’Anson

Minutes

The minutes from the previous meeting were discussed and agreed.

Practice Update

**Staffing**

Kirsty started with us on reception. She then moved over to work some of her hours in the Secondary Care Administration Team.

She developed an interested in working on the healthcare side, and so began working first one day and then moving to two days a week as a Healthcare Support Worker (HCSW). Kirsty will now be moving over permanently to work as a HCSW, and she is also our new “NHS Health Check Champion.”

We have a new member of staff joining us on 21st June – Ava. She will be working two days per week as a Secondary Care administrator.

We are also in the process of confirming a start date for Wendy – a new RGN who will be working in Endoscopy. Wendy will be directly employed by the practice and will be working in the unit instead of an agency nurse.

Kristie – one of our receptionists – will also be working as a phlebotomist within the practice, dividing her time between both roles. She has self-funded her own phlebotomy course.

Due to current sickness absences, blood test appointments are being booked with our nursing team. The more patients that Kristie can see, then the more appointments are available for our nurses to see patients in line with their specialist roles.

We are supporting a member of the Home Visiting Team to complete her prescribing course.

We are also supporting Rianne in completing her Level 3 Diploma in Management and Leadership. Rianne will be starting this qualification in the autumn.

**Telephones**

The new system allows us to have unlimited lines both to and from the surgery, at all three sites. It is a cloud based system.

Angela, Sonia, Paula and Rianne attended a full day training session on Monday, looking at the reporting features available within the system and how these may be useful to the practice.

**CQC Inspection**

Angela explained that the CQC considered five different areas during the inspection. We were rated as “good” in all five areas, and so we are really pleased to have maintained our overall “Good” rating, especially considering the difficulties of the last two years. Angela also confirmed that the practice is still working through our recovery plan.

As part of our recovery plan, we are aware that we need to catch up on spirometry. We have a specialist nurse from another practice coming to the surgery to do some catch up clinics.

Pippa, our Nurse Manager, is also looking at the nurses’ clinic times, and where they are working, to ensure that all appointments are appropriate and that we are maximising their clinic sessions.

**Vaccine Clinics**

We have had a message from the PCN to say that there is a major shortage of vaccines in the Wakefield area, with a delivery not expected until 27th June 2022 at the earliest. Once we have received a vaccine delivery then we will be prioritising patients in care homes and those who are housebound. There are now more patients becoming eligible for their Spring booster, as the date for which patients can have the booster has changed from 6 months since their last booster to just 3 months.

**Online Appointments**

We are contractually obliged to offer online appointments as of 1st July 2022.

Comments and Compliments

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| April 2022 | Comments and Compliments Slip | Dr Nabi. Excellent Service. |
| April 2022 | Email | Yesterday I stopped by reception, and I asked them for a letter for a private referral. It arrived this morning, signed by Dr Herrero. Simply outstanding service. Please could you pass on my appreciation and thanks to the receptionist, the admin team, Dr Herrero and all involved. |
| May 2022 | Kinsley | Dr Ahmed received a box of Thorntons chocolates from the mum of a baby boy.  His mum thanked us for the care recently given to him.  Dr Ahmed accepted these chocolates from the baby’s mother but told her that he was giving them to the Kinsley reception for all the staff to share. |
| May 2022 | Hemsworth | Praise for Elaine Hetherington. Patient said that Elaine was absolutely brilliant, the best nurse she has spoken to since she's been here, she couldn’t thank Elaine enough.  Well Done Elaine xx |
| May 2022 | Hemsworth | Patient’s mother has just been to the front desk to say how lovely Dr Agbola was – he was very patient with her daughter and would like to thank him. |  |  |
| May 2022 | Telephone | Patient had an appointment with Steve this morning and has rung up to say thank you so much to Steve he was very helpful and professional and whoever made the appointment was very polite. She is very happy all round with the service provided and wanted to let us know. |
| May 2022 | Telephone | Richard is lovely, very efficient and thorough. |
| May 2022 | Greenview | Patient sends a huge thank you to Amy Cooper for recommending she sees GP today and for listening to her worries. |
| May 2022 | Greenview | Thanks to Amy and Lorraine – patient was full of praise for all our staff. |
| May 2022 | Greenview | I've just seen a patient who has been singing Dr Choudhary’s praises - he was so thoughtful, caring and attentive, she has asked if I can share this with the team. |
| May 2022 | Endoscopy | I know I'm in safe hands at the Grange I have had a previous colonoscopy at the Grange, and you all made me less anxious and relaxed. |
| June 2022 | The Grange | After delays with buses etc. and being late, you very kindly fitted my mum in. It was much appreciated – thankyou. |

DNA Policy

It was explained that during the month of May we lost 37 hours of appointments due to patients failing to attend for appointments and failing to cancel them. This is extremely frustrating for both staff and patients. It was explained that this process is not designed as a way of removing patients from the practice register, but to educate them on the importance of cancelling appointments, as well as explaining how quick and easy it is to cancel an appointment.

Medication Reviews

Angela confirmed that patients could now book appointments for medication revies with one of our pharmacists.

Enhanced Access Engagement

Angela explained that for many years the surgery has, contractually, had to offer appointments during extended hours – from 7.30am until 8pm. Extended hours appointments are those made outside of our normal core hours which are 8am to 6.30pm, Monday to Friday. We have provided late night appointments until 8pm on four nights of the week across the three sites, and early morning appointments from 7.30am on three mornings a week.

From 1st October 2022 these enhanced hours will be removed from individual practices. Funding has been provided to the PCN and the majority of PCNs will be sub-contracting the extended hours service to GP Care Wakefield.

We don’t yet know where the service will be located, but it does seem to be more appropriate that the extended hours service is run more centrally by the PCN, rather than by each individual practice.

As far as we are aware, this service can be used for both routine and same-day urgent care, including chronic disease management and blood tests.

Angela confirmed that we would not be losing any appointments within the practice following the loss of the extended hours service, as all of the extended hours will be pulled back in the core hours sessions. It will also provide more structure for the practice.

It will also mean that reception staff will not need to stay until 8pm, and so reception staff hours can also be pulled back into core hours which will have a positive impact on our reception staffing.

Currently the face-to-face appointments offered via GP Care Wakefield are located at either Pontefract or Trinity in Wakefield, and we understand that a lot of our patients are unable to travel to these locations. We are hoping that the new location will be more convenient for our patients.

We don’t yet have any further details about the service, but we will provide an update as soon as we are bale to.

Car Park

A member of the group raised the issue of loose flagstones when walking up the rear path from the car park. Angela has confirmed that they have been chasing Millpark Construction, who are due to carry out this work. Angela also confirmed that the flagstones will not be replaced and instead the area will be covered with tarmac.

**Date of next meeting**

**Date: Wednesday 13th July 2022**

**Time: 10am**

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