**PRG Meeting – Wednesday 7th June 2023**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Apologies

Chris I’Anson Patient Representative

Janet Neville Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Comments and Compliments

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| April 2023 | Hemsworth | Praise for Dr Adebiyi. Patient’s mother was very pleased with her consultation. She felt she was listened too, and said he was a lovely man! |
| April 2023 | Hemsworth | Patient had a lovely consultation with Dr Choudhary. Said she would be happy to see him again as he is a lovely man! |
| April 2023 | Greenview | Patient would like to thank Sharon Fletcher - says she is amazing and was so kind to her. She just wanted to pass her thanks on & let her know how amazing she is and she really appreciates your help. Also many thanks to Dr Rosiji who was brilliant with her. She sends her thanks for your understanding. She also said you were brilliant and she would just like you to know how appreciative she was of your help. |
| April 2023 | Greenview | Patient wants everyone to know what a gentleman Dr Nabi is. She says he listens to her problems and does not rush her. |
| May 2023 | Endoscopy | Patient has just called up to say, “I was very happy with my visit to The Grange and all staff deserve 15 out of 10”. He said everyone was happy and “lovely to speak to you all.” |
| May 2023 | Kinsley | Patient came into Kinsley and said what a true gentleman Dr Nabi is; he said he doesn't rush you & he always has time to listen. Brilliant feedback Dr Nabi - well done. |
| May 2023 | Hemsworth | Patient came to reception and asked for Dr Choudhary’s name so they could request to see him again. She was very complimentary and said that he is a fantastic doctor. |
| May 2023 | Kinsley | Praise for Dr Sundaram. Patient wanted to let us know that Dr Sundaram is a lovely kind lady, and she will certainly be asking for her again. Well done! |
| May 2023 | Endoscopy | I just wanted to express my gratitude for the excellent treatment and service I received today. After having a traumatic colposcopy last year at a hospital in Leeds, I was dreading having another type of internal examination. The whole team this morning worked hard to make me feel calm and relaxed.  They are clearly very skilled in patient care. Every member of the team was friendly and offered me reassurance throughout my appointment. I really appreciated the friendliness from the doctor who carried out my procedure - I felt like he saw me as a human being, not just an object he would be carrying out the procedure on (which sadly can often be the case).  Even though I was very uncomfortable at times during the procedure, the nurses were amazing at reassuring me and reminding me what I could do to help. As such, I left feeling that, if needed, I would be comfortable going through this type of procedure again as the main thing I recall is the kindness and skill of all the staff, including the lovely nurse who checked me in and those who looked after me whilst I was recovering. Please pass on my gratitude to all the staff involved. I am very grateful I had the opportunity to have my procedure with such a wonderful team. |
| May 2023 | Hemsworth | Just a quick e-mail to say how lovely it was to speak to Alison on reception today, she is always so friendly and helpful every time I have spoken to her and I will always give credit where it’s due. People are quick to complain but never compliment so here’s a compliment for Alison. |
| May 2023 | Hemsworth | Patient came into surgery with a "thank you" card and a box of Maltesers to thank her for helping him set up his Online access. He was having lots of problems and Paula asked him to come into surgery so she could help him and she sorted it. Well done Paula! |
| May 2023 | Hemsworth | Dr Ahmed - really lovely. Helping me medically and also with the bereavement of my husband. |
| June 2023 | Greenview | This patient and his wife would like some feedback to be shared with all staff. From his initial app request via reception and particularly with Dr Nabi & admin to hospital referral Consultants/nurse team. Diagnosis wasn’t too long off the back of the first appt with GP and with a so far positive outcome, they are both happy and proud of the NHS and service. |

Practice Update

**Patient Survey**

**Action Point**

**Rianne to email the results of the survey out to members.**

**Veteran Health Checks**

**Action Point**

**Angela will speak to Vanessa to see how many health checks have been completed.**

**Covid Vaccines**

The plan is for the vaccination programme to be finished by the end of June 2023. We are now coming to the end of the housebound patients, and the remainder of the patients who have not yet been vaccinated are either not in, not answering or are either on holiday or in hospital. We have 36 doses of the vaccine left in stock with an expiry date of 12.07.2023. A lot of the booster cohort have been declining the vaccines, but we will continue to try and administer all of our remaining vaccines up to the expiry date.

Lorna also has a clinic booked for 13.06.2023.

The PCN have had some difficulties in getting hold of the vaccine during this most recent campaign. The practice has also spent a considerable amount of time contacting patients and trying to get them to engage. There seems to be more acceptance of the virus within the community as a whole now, even with the older and more vulnerable population.

We have not received any information as yet in relation to autumn covid boosters so will just wait for further guidance.

**‘Flu Campaign 2023/2024**

Once the Covid booster programme has finished we will look at starting to plan for the ‘Flu season.

We will be sent the first delivery of vaccines in the 3rd week of September. We will have planning meetings in July and August and we will be ready for the start of the ‘Flu campaign season. We also have a large new fridge available to store the vaccines.

A member of the group asked if we could attach a message to the bottom of patient prescriptions.

Yes – we will look into advertising in any way that we can – we will put notices up in the practice and we will also use social media.

The rep will also send us balloons and bunting which we can put up across each surgery site.

We are currently aware that the vaccines will be delivered during a particular week – we will receive notification on the Friday of the week before of the exact date of the delivery. As soon as we have received this notification then we can immediately block clinics so that our nursing team are available to administer the vaccines.

We have reduced the number of vaccines that we have ordered this year. Last year the pharmacies received their deliveries much earlier than we did in the practice, and it felt like we were playing catch up throughout the whole campaign. We are much more prepared this year.

It was confirmed last week that the “walking well” (aged 50-64 year old cohort) has been excluded from the ‘Flu campaign this season.

We had to place an order before this information was known, but we do have the opportunity to amend this order until 16.06.2023. So, considering the release of this information, we will be looking at reducing the number of vaccines for the under 65 cohort.

We will take into consideration the number of patients who attended for their vaccine last year, but we want to have enough vaccines that we can provide the service to all eligible patients.

Housebound patients and those resident in care homes will be a priority, but we will ensure that there are nurses available within the surgery to run clinics – both drop-in clinics and pre-booked appointments.

The ‘Flu vaccine is much easier to administer compared to the Covid vaccine as it doesn’t need to be mixed. The under 65 vaccine can also be given to patients in the over 65 year old cohort.

We have ordered 1440 under 65 vaccines and 1440 over 65 vaccines. We will also telephone those patients who don’t engage or who don’t have access to online services/social media. We will also make sure that clinics are carried out across all three sites. If needed, we can send back 10% of the order without any penalty charges. We can also order additional vaccines if required.

It has always felt like we are taking a big risk in providing this service to our patients as we have to make the initial payment outlay, but then we are reimbursed for administering the vaccine.

**Staffing**

Our new receptionist – Jamie-Lea has now settled in at the practice.

Our CASH (Contraception and Sexual Health) Nurse – Jodie – has decided to stay with the practice, working 5 hours on a Monday. She was previously working 10 hours on a Monday but she found this to be a very long day. We are really pleased that we can continue to offer this service to our patients and Jodie is looking forward to continuing to work with us.

We also now have a regular locum ANP – Amanda – working in the surgery. She has fitted in really well with our existing team.

We are also losing one of our reception team – Sally – and an advert will be going out soon to advertise for her replacement.

**Post-Meeting Note**

**An advert is now live on the NHS Jobs website.**

**Cohens**

We understand that Cohen’s is still blaming the surgery for issues with prescriptions. Our clinical system can provide an audit trail to show when a prescription was sent electronically to the surgery.

Angela has also spoken to the Medicines Management Team at the ICB to inform them of these ongoing problems with Cohens’.

Angela has contacted the Cohen’s Area Manager but has never received a response from her.

We are continuing to log all reports as internal incidents within the practice.

Cohens hold a contract with NHS England in the same way that we do as a GP Practice so they should be accountable for their actions. We seem to be held much more accountable by the ICB and PCN. Pharmacies are also not CQC inspected.

We can raise a concern with NHS England if we feel that this course of action is required.

**Date of next meeting**

**Date: Wednesday 12th July 2023**

**Time: 10am**

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