**PRG Meeting – Monday 28th May 2021**

Present

Kate Lamb Assistant Practice Manager (Temp. Chairperson)

Rianne Norton Communications and Patient Contact Manager (Minutes)

Eleanor Horobin Patient Representative

Chris I ‘Anson Patient Representative

Apologies

Angela Marwood Practice Manager

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Welcome and Introductions

Kate welcomed everyone to the meeting, including Chris, who was attending his first meeting with the group. Kate also explained the role and purpose of the Patient Reference Group.

Practice Update

**Staffing**

Kate explained that one of our receptionists left on Friday, but the positive news is that she is leaving to become a Trainee Nurse Associate (TNA) within the Primary Care Network (PCN), so it is possible we will see her again within the practice as she undertakes her training.

We will also be losing one of our nurses who is leaving to take up a job nearer to home. She will however continue to work two days a week in the practice until we can fill her position.

Interviews for both the receptionist and nurse vacancy are being held this week.

The Partners have also agreed to the employment of two temporary Administrative Assistants within our Administration Team, both of whom will be working two days a week.

**Covid Vaccines**

Due to the constraints of the vaccine, we are only able to deliver AstraZeneca vaccines within our practice, with clinics being run at Kinsley Medical Centre. We are currently offering vaccines to those aged 25 years and over.

However, as the AstraZeneca vaccine is contraindicated in those less than 40 years of age, these patients will be invited to attend at Churchview Medical Centre, where the Pfizer vaccines are being administered.

We have an AstraZeneca clinic planned for Kinsley this coming Saturday, whereby we are delivering second doses of the AstraZeneca vaccination.

Kate confirmed that Churchview Medical Centre was still administering the Pfizer vaccines; she explained that appointments are shared out between patients at each practice within the PCN on a pro rate basis, depending on the number of patients registered within each practice.

Kate did however explain that there was a noticeable drop in the number of patients attending for vaccines now that we are in the younger age group; it was discussed by a member of the group who works with children aged 16-18 years old, that there did appear to some vaccine hesitancy amongst these groups of intelligent young adults, with some concerns re: fertility for example.

Kate also explained that we were seeing a small number of patients who had attended for their first vaccine and not wanting to attend for their second. She further explained that, as a practice, we do continue to text and telephone patients and encourage them to attend for the vaccine. However, if a patient does decline then their records will be amended accordingly. Patients may change their mind at any time and take up their vaccine.

**Telephones**

We do continue to acknowledge the problems that some patients do experience when contacting the surgery by telephone. Kate explained that we do streamline calls wherever possible, and all calls to the surgery will be answered across all three sites.

Kate explained that following a recent clinical meeting in the practice we have added a further five telephone lines to our current telephone system; however, when all the phone lines are in use and the queueing system is full, then patients will hear the engaged tone when contacting the surgery.

Unfortunately there are not as many alternatives available at this current time, as online booking services are still currently suspended in line with national guidance.

Discussions have been made at both national and local levels to re-introduce full clinic face to face appointments; our clinicians are not keen on an open door policy at this time, especially with the current Delta strain of the virus and the further risks that it poses to both patients and staff.

The LMC (Local Medical Council) is fully supportive of our clinicians in continuing with telephone/video consultations, with patients being booked face to face appointments by the relevant clinician if they feel it is appropriate.

A member of the group commented that patients have lost confidence in the practice, and Kate explained that she was very disappointed to hear this feedback; she again explained that the practice has not stopped seeing patients throughout the pandemic, albeit we have had to adapt to new ways of working.

All appointments will be clinically triaged over the telephone. Clinicians can also conduct consultations via video. If appropriate, patients are also requested to send in photographs to the surgery so that these are available for the clinician to view prior to or within their appointment.

Many patients find that this service works well for them; we do however acknowledge that some patients, for many different reasons, cannot facilitate either telephone or video consultations. Our main priority is always to do our best for our patients.

Online services are currently suspended to keep staff and patients safe. If we open up full clinics of face to face appointments then we could have a waiting room full of patients unable to socially distance. If there was just one asymptomatic patient in the waiting room for example, then this may potentially pose a threat to our patients, staff and also the wider community, and therefore we must continue to be vigilant.

Receptionists will still care navigate patients where appropriate to the services available within the local community, e.g. pharmacy, dentist or optician. Appointments are also available to be booked at GP Care Wakefield and at Urgent Treatment Centres.

**Endoscopy**

Kate explained that the Endoscopy Suite has to achieve a National Gold Standard accreditation (JAG) award. The unit is reviewed annually, with a full inspection carried out every five years.

A full inspection was carried out on 13th May 2021. It was a full day inspection with a lot of work being carried out in preparation for the day as well as it readiness for the day itself.

Kate explained that the practice was delighted to confirm that the inspection was passed with flying colours with no recommendations at all which is very unusual, and it is all ready to continue seeing patients for another five years.

**Comments and Compliments**

A spreadsheet of some of the wonderful comments and compliments that we have received from our patients over the last few months were distributed to our members (see hyperlink).



**AOB**

A member of the group asked when the surgery would be back up and running “as normal” Kate explained that it would be a gradual process and very dependent on current risk, but that the practice was fully supported by the LMC. Most importantly is that we ensure that any decisions made are not only in the best interests of our patients, but will continue to keep both patients and staff safe.

**Date of next meeting**

Monday 13th September 2021 at 10am at The Grange Medical Centre