**PRG Meeting – Wednesday 6th September 2023**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Chris I’Anson Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Apologies

Janet Neville Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Cohen’s Pharmacy

Members of the group expressed their ongoing frustrations when using Cohen’s pharmacy. They were encouraged to report any concerns/complaints to the pharmacy or their head office.

Positive Feedback

Positive feedback was received from members of the group for Amanda (Locum ANP), Dr Choudhary and Kerrie (receptionist).

‘Flu and Covid Vaccines

We are expecting our first ‘Flu delivery w/c Monday 25th September 2023. We are advertising as much as we can – including via Facebook and practice website. We will know the exact delivery date approximately 1-2 weeks in advance. We now have clinics available to book appointments – as well as walk-in clinics. We will have three staggered deliveries of the vaccines. ‘Flu vaccines will be managed completely by the practice. We have a nurse meeting booked for next week and we are making sure that all practice staff are on board with this campaign.

For the first week after delivery we have clinics blocked out so we will be ready to start the vaccinations. Appointment clinics are available to book from 2nd October 2023.

We were told by the ICB that we had to co-administer ‘Flu and Covid vaccines and also told that we were not allowed to start vaccinating until after 9th October 2023 and that we wouldn’t get paid for any vaccines that were administered before this time. We contacted the ICB and explained that we would need to administer as soon as we received our delivery and, as a PCN, we agreed that we would continue to administer the ‘Flu vaccines as planned. However, the government have now backtracked and agreed that we can administer the vaccines (and receive payment) from 11th September 2023.

A new strain of Covid has been identified and so we are intending to start administering Covid vaccines as soon as possible. All Covid vaccines will be delivered centrally to the PCN.

The Care Coordinators will be trained to administer Covid vaccines and they will vaccinate the care homes w/c Monday 11th September 203. This will be a great help to us, and the practice will still receive payment for administering the vaccines.

We will do our best to co-administer the ‘Flu and Covid vaccines wherever possible.

Our plan is that all care home residents will have had their Covid vaccination by 22nd October 2023. We will have had all our ‘Flu deliveries by this time and so hopefully we can then co-administer to all housebound patients.

We will arrange walk-in clinics after our final delivery. We will also carry out weekly stock checks of the vaccine across all three sites.

The ‘Flu campaign does run through to March 2024 but we are hoping to have everything wrapped up within the practice by November.

Shingles Vaccine

There are new cohorts with younger patients who have underlying diseases. Claire (Office Manager) has a run a report to determine all eligible patients. We do find that patients eligible for this vaccine do want it. Eligibility will be recorded in the patient record. We have the vaccines in the practice and will contact patients.

Staffing

Emma Mair (Practice Nurse) has now left the practice. Danielle (Treatment Room Nurse) was leaving but has since rescinded her resignation and we are delighted that has decided to stay with us. We also have two new cleaners – Paula and Chloe.

Donna – one of our Home Visiting Nurses – has also completed her prescribing course so a huge congratulations to her.

Infection Prevention and Control Visit

Our annual visit is planned for Monday 18th September 2023. We will share the feedback once we receive it.

Text Messages

Text messages are sent out to patients via a system called Accurx, but we now have an alternative system called PATCHS. Messages can be sent opportunistically – we can pick individual patients or send to a particular cohort of patient.

Feedback is that PATCHS is not as user-friendly as Accurx but we think that we are going to lose Accurx next year and so staff will need to get used to using PATCHS, and clinicians need to be aware as it will be in our contract that we need to utilise PATCHS. NHS Digital are also encouraging digital/online contact with patients.

Comments and Compliments

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| July 2023 | Hemsworth | Patient saw Amanda today and came out feeling very happy & has a follow up appointment next week and can’t wait to come back. Pt has never felt so happy to see a doctor before. WELL DONE AMANDA X |
| July 2023 | Greenview | Patient has been in to see Joanne in Upton this morning wanted me to pass on praise that she was amazing - well done Joanne! |
| July 2023 | Hemsworth | Patient came to front and wanted to tell me she has never been as pleased with a doctor - she was very frightened for her appointment and he's made her feel really at ease. She said he's so professional and doesn't speak down to patients and has made her feel great. Well done Dr Aggarwal. |
| August 2023 | Greenview | Patient has been to see Amy this morning and came back to reception to say what a wonderful nurse Amy is - said she was gorgeous and professional and caring. |
| August 2023 | Hemsworth | Patient says Amanda has been absolutely amazing and has gone above and beyond for her. She said she is absolutely amazing and appreciates her a lot. |
| August 2023 | Hemsworth | Just got this feedback from the locum GP at Greenview yesterday.  "Dr Anisha Antony worked her afternoon shift yesterday at Greenview, she said the practice staff and patients were really nice". |
| August 2023 | Kinsley | Patient saw Dr Ahmed today and wanted to say, "what a brilliant GP you are". Well done Dr Ahmed. |
| August 2023 | Hemsworth | Scarborough hospital have just phoned wanting a contact number for SPOC and mentioned how impressed they were with how fast we answered their call. They were taken by surprise but impressed. Well done! |
| August 2023 | Hemsworth | Patient has said how brilliant Vincent is, she said he was excellent at dealing with things - he is very pleasant & extremely helpful. |
| August 2023 | Hemsworth | Patient has asked that a thank you message be sent out for Yvonne, helping to her son’s inhalers p/x done whilst they were away on holiday. |

Angela explained that Amanda joined us as part of the winter pressures funding for an initial period of 6 weeks, but she liked us and we liked her and so she has stayed with us on a long-term contract.

Cohen’s

Members of the group explained that there were experiencing problems with drugs not being in stock. Angela explained that in this case patients should not be directed back to the practice. Pharmacists should try and source an alternative supplier or contact other local pharmacists to see if they have the medication in stock. The practice does receive alerts about drug shortages and this information is communicated to staff.

Car Parking

A member of the group asked about installing cameras in the car park at Hemsworth – similar to those at Greenview Medical Centre.

Angela explained that if cameras were installed at Kinsley Medical Centre then we would also need to place an iPad in Whitworth’s Pharmacy.

Re: cameras at Hemsworth – Angela explained that this does come up at both the Partner’s meetings and the clinical meetings, but we do also need to consider patients attending at the endoscopy unit and the fact that they may have a friend/relative taking them to the appointment who may not come into the unit to enter their registration details.

Angela explained that the partners are still not keen on installing the cameras at Hemsworth but said that she would raise it again at the next Partner’s meeting. Angela also explained that she has, in the past, also spoken to the dentist but that it hasn’t made any difference.

**Action Point**

Angela to raise issue of parking and installing cameras at Hemsworth at the next Partner’s meeting.

Broken Flag Stones

Angela explained that we had received quotes for tarmac but it was very expensive, although we have now had a more reasonable quote from a local tradesman and we are following that up.

Registering Deaths

Angela explained that there is now a new process for registering deaths. Deaths must be reported to the Medical Examiners who are based at Pinderfields. They will then review the patient records along with the information that has been recorded on the death certificate by the GP. The Medical Examiners will also liaise with the family. This process will become mandatory from 1st April 2024.

**Date of next meeting**

**Date: Wednesday 11th October 2023**

**Time: 10am**

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