**PRG Meeting – Wednesday 2nd November 2022**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Chris I’Anson Patient Representative

Janet Neville Patient Representative

Paul Stephens Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

**Hemsworth Car Park**

A member of the group commented that the car park in Hemsworth was slippery underfoot due to the fallen leaves.

Angela explained that unfortunately this is a problems we face every year. We have groundsman who come to the surgery every two weeks to do routine maintenance in the car park, but it is very difficult with all of the fallen leaves and the wet weather.

**Handyman**

A question was asked as to whether we still employed a handyman within the practice. Angela explained that unfortunately the last two successful applicants hadn’t remained at the practice very long. She further explained that it is difficult to find someone who can do all of the maintenance work within the practice and therefore we contract jobs out to relevant tradesman as and when needed.

Practice Update

**Covid Vaccines**

Angela explained that Covid vaccines have now been administered to all patients resident in our care homes. We are currently in the process of vaccinating our housebound patients, but there are only limited supplies being delivered to the PCN.

We have a Covid clinic arranged for next Wednesday (9th November 2022) to administer 40 vaccines, and again on Saturday 12th November 2022 (150 vaccines).

We do still have to follow strict guidelines in relation to the priority groups when administering the Covid vaccines.

We are finding that the over 65’s and, even more so, the over 75’s, are keen to have their Covid booster vaccine, but the lower age groups are less interested. We found that this was also the case when administering the autumn and spring boosters.

We will invite all eligible patients, but record if a patient declines the vaccine. We do still find that some patients only want the vaccine so that they can go on holiday.

The current supply of vaccines within the PCN are Pfizer Comirnaty Bivalent, although we are unable to administer these vaccines as a first dose, as they are half-dose vaccines and we are unable to double up.

**‘Flu’s**

We can administer ‘Flu vaccines to all eligible patients – we do not have to give in priority order as we do with the Covid vaccines. We have plenty of over 65’s and under 65’s vaccines available within the practice.

We have already arranged ‘Flu clinics and have another clinic booked for Saturday 12th November 2022.

Our delivery of vaccines did not arrive until 3rd October 2022. ‘Flu vaccines are ordered a year in advance, and the earlier you order them then the earlier they will be delivered. We have already ordered next year’s vaccines, so we should receive them earlier next year. We do appreciate that some patients have had their vaccine at other locations.

Angela explained that we have to buy the ‘Flu vaccines in advance and then we get paid for administering the vaccines to patients. This is a risk for practices. It is in our interest to administer as many vaccines as possible, but we understand that patients do want to receive their vaccine as early as possible.

Angela explained that we do get notified when patients receive their vaccination elsewhere.

Angela also explained that now pharmacies are able to administer vaccines, she feels that there should be more communication and a more joined-up effort between pharmacies and GP Practices to administer the vaccines. We do not want to be left with vaccines that we can’t administer as the practice will lose money. Furthermore, we are only able to return a maximum of 10% of our original stock.

**Tree Removal**

The last tree is scheduled to be removed from near the entrance to the Hemsworth site at the end of November.

**Staffing**

We have not yet managed to recruit anyone for the endoscopy nurse vacancy. We are still advertising and currently continuing to use agency staff. They are a good team of agency staff, and some of them have worked with us for many years.

We have a new receptionist – Olivia – who started with us on 2nd November 2022.

**GP Care Wakefield**

Appointments are now available to book via GP Care Wakefield at Churchview Medical Centre. These are routine GP and ANP appointments available during weekday evenings and at weekends. Patients can also book appointments for blood tests and long term condition reviews.

Unfortunately some patients still feel like we are fobbing them off when we refer them to this service, rather than it being seen as an extension to the service that we can offer our patients during our core hours.

The use of the service is being very closely monitored, and practices are being actively encouraged to book these appointments; if we don’t make use of the available appointments then we will risk losing the service completely.

**Access to records**

This was due to go live on 1st November 2022, however Angela was notified on 3rd November 2022 that this has been further delayed until the end of November (date yet to be confirmed).

**MSK Practitioner**

Neil, the MSK practitioner, has now started within the practice, working one day a week – Thursdays. Reception have a criteria so they know which patients can be booked directly into his clinic.

Comments and Compliments

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| Sept 2022 | Telephone | Patient expressed her thanks for everything Dr Nabi has done for her and her children. |
| Sept 2022 | Kinsley | Patient’s parent came to surgery and advised how nervous her daughter was until Amy put her at ease. She wanted to pass on her thanks. |
| Sept 2022 | The Grange Medical Centre | 16.09.2022 - confirmation that all of our Care Homes within WHA South are complete (Covid vaccines) - five of which have also been co-administered with ‘flu. We are the first alliance to complete in West Yorkshire.  |
| Sept 2022 | NHS Website | So helpful - above and beyond. I have had an issue with speaking due to a tonsillectomy however when trying to explain my problems I felt nothing but empathy, care support and patience so ladies keep up the great work and thank you for your help and patience. |
| Oct 2022 | Telephone | Patient rang to say thank you to Lorna for doing a wonderful job at her appointment today and to say how lovely she was - well done Lorna! |
| Oct 2022 | Hemsworth | Well done Dr Dawood – patient asked for your name and said what a lovely GP you are. |
| Oct 2022 | Hemsworth | Patient saw Dr Ahmed today and said what a lovely Doctor he is - very considerate and a good listener. |
| Oct 2022 | Endoscopy | Just had a telephone call from a patient. She attended at lunch time for a gastroscopy and she wanted me to pass on a message to the consultant and staff in the endoscopy, she stated you were all amazing, caring and couldn’t  have been any nicer. She was a little nervous and someone held her hand and she was so appreciative of this, the way she was spoken to, all was very calming and reassuring. Well done Bronwen. Pease pass this on to your staff members. It is so nice to get praise as I know how hard you all work. |
| Oct 2022 | Hemsworth | Both the patient and their mother expressed their gratitude to Yvonne (receptionist) and Dr Johnston for all their help today in booking the patient an emergency appointment today. |
| Oct 2022 | Telephone | Patient rang at 8.18am today and thanked me for answering the call so quick. She was number 25 in the queue and said she wasn't waiting long at all. Well done reception girls! |
| Oct 2022 | Family and Friends | I have always had polite service from doctors and staff. Always got an appointment without having to wait. In my opinion no further can be done better. |
| Oct 2022 | F&F | Thanks for the excellent service. First class. |
| Oct 2022 | F&F | First Class Service. |
| Oct 2022 | Hemsworth | Patient brought chocolates in for the reception team. She wanted to thank Sharron Andrassy and the other lady for Tuesday - they were very kind. Well done ladies! |
| Oct 2022 | Email | (Administration Team), I would just like to say a big thank you at the extremely efficient way you have dealt with providing the medical notes for this case.I truly am very grateful, being able to provide the medical notes so efficiently has such a positive impact for the victims. Thank you. |
| October 2022 | Card(Endoscopy) | To the team who cared for me during my colonoscopy on 12th October at 15.45pm.Thank you for all being so kind and caring!! |

We also received two further compliments during the meeting from members of the group. There was positive feedback regarding Engage Consult (online consultation tool) and a lovely comment for our wonderful reception team, ***“The general attitude of the receptionists is fantastic.”***

**Health and Wellbeing Coach**

We received a wonderful compliment from a member of the group following a recent consultation with Emilin, the Health and Wellbeing Coach – ***“she is fantastic, lovely…really, really good.”***

**Date of next meeting**

**Date: Wednesday 14th December 2022**

**Time: 10am**

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