**PRG Meeting – Wednesday 1st March 2023**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Janet Neville Patient Representative

Chris I’Anson Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Apologies

Eleanor Horobin Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Comments and Compliments

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| January 2023 |  | Patient wanted to pass on his thanks to reception and to the team that helped him last night in surgery, so that would be - Sonia Poulson, Sue Brammer, Dr James Johnston and Bridget Kelsall. He says he feels like he was heard. Well done team. |
| January 2023 | Thank-you Card (Endoscopy) | To All the Staff. Thank-you so much for your kindness and care shown to my son (and myself). He was particularly nervous about the endoscopy but the nurse who checked him in reassured him and had a friendly and cheerful manner. We are so grateful to you all.  My son also mentioned one of the nurses held his hand and stroked his hair which helped to relax him. Thank-you also to the receptionists who have answered my many questions and been patient with me! |
| January 2023 | Kinsley | Patient says she would like to thank Pippa for today, and said she’s such a lovely lady.  Wants everyone to know how lovely she was and can't thank her enough! |
| January 2023 | Hemsworth | To The Grange Medical Group. I would just like to pass on my sincere thanks and appreciation for the care that my 90 year old Mum received yesterday. Mum was confused and appeared very unwell. I contacted 111, they carried out an over the phone assessment and suggested that Mum needed seeing within two hours. I was asked to contact my Mum’s doctor at The Grange, although the 111 advisor could see that all appointments had been taken. The receptionist was extremely professional, caring and considerate, she advised someone would visit Mum during the afternoon. I had a call and visit from Donna –  she was wonderful, considerate, concerned and caring about Mum’s health. We both thought Mum could have suffered a minor stroke, thankfully a urine infection was quickly diagnosed, further tests booked and antibiotics prescribed. Mum already feeling and sounding much better.  In these very difficult times for the NHS I would just like to pass on a very big thank you to all those who went above and beyond yesterday. |
| January 2023 | Hemsworth | Fab feedback from patient Dr Choudhary. What a lovely man - very caring & treats you as an equal, listens & understands. Would also like to pass on praise receptionists as we take on a lot of abuse & the entire practice is well run.  Well done everybody. |
| January 2023 | Thank-you Card | Apologies for not knowing everyone’s names! Me and my family would like to thank you for the fantastic work the team has done for my grandad during the final weeks of his life. We appreciate all you have done in such a short period of time and will be forever grateful. Thank-you |
| February 2023 | Greenview | Patient wants to pass on her thanks to Amy who as seen her today - says she is amazing. |
| February 2023 | Telephone call | Patient’s daughter has telephoned the surgery and asked me to pass on her thanks to everyone following her father’s recent death. |
| February 2023 | Email | Myself and my family would like to thank your staff for swiftly ordering an ambulance for my mother on Monday afternoon. She was dealt with at Pinderfields very quickly and admitted to a ward and treated within minutes. She was very unwell (and still is but improving slowly). She is receiving great care. She was diagnosed with Flu B and pneumonia. She is having oxygen and antibiotics for her chest infection.   We are not sure who it was who acted so quickly but think it was either Joanne or Tina? Would you pass on our thanks to your members of staff who work so hard and professionally on our behalf in these difficult circumstances. Many thanks.  ***(Our records show it was Donna Ward – Home Visiting Team – who visited this patient at home and contacted the Ambulance).*** |

Practice Update

**Car Park**

Angela explained that she had not yet had all of the Partners together to discuss the proposals put forward by the group in the previous meeting in relation to the car park at Hemsworth.

Angela advised that Cohens will shortly be closing its branch in the surgery building and this may make a small difference to the parking issues we are experiencing.

With regards to the suggestions made by a member of the group at the previous meeting; Angela wanted to discuss the legalities of this with Creative Car Parking – the company who manage the car park at Greenview. She has not yet heard back from them so she will contact them again.

**Action Point**

**Angela to contact Creative Car Parking**

**Virtual Members**

Rianne explained that we had had contact from only one of the virtual members, who had explained that he was unable to attend the meeting today but requested that the minutes be sent to him.

As previously agreed, minutes will no longer be sent to virtual members, with them being available on the practice website.

Angela explained that virtual PRG members was also a topic raised at a recent Practice Managers Meeting, but it was discussed that they should not just be used to increase numbers and should be willing to engage with the group in some way.

**Veteran Health Checks**

We have just started these checks and they are being undertaken by Kirsty and Vanessa. They will ring the veterans to go through the relevant questions and then invite them to the surgery for an appointment. We feel that this is more personable than sending out a letter.

**Covid Vaccines**

The spring boosters have now been confirmed for over 75’s, older people in care homes, older housebound patients and those immunosuppressed and at risk. We are awaiting further guidance on the definition of “the older population.”

We want to get started with the vaccines as soon as possible and the Home Visiting Team will be visiting care homes and housebound patients from the beginning of April. We want to be well-prepared so we will start blocking rotas and will aim to have everything wrapped up by June so that we can then start planning for the ‘Flu campaign in July.

We don’t know which vaccine we will be using as yet but once we have been notified we will ensure that all vaccinators are up to date with their relevant training. We are also awaiting confirmation of delivery dates. Once we have received this information we can start booking clinics. All deliveries are made directly to the PCN who will then distribute the vaccines to the practices.

**‘Flu Campaign**

Our first delivery of 960 ‘Flu vaccines will be made week commencing Monday 25th September 2023. We have ordered a total of 2880 vaccines – 1440 of both the under and over 65’s.

We have ordered a large new vaccine fridge which will arrive prior to the vaccine delivery.

We will arrange a clinic on the Saturday immediately following delivery with a mix of walk-in patients and appointments. There will be a two week gap and then another 960 vaccines will be delivered and then a further week before the final delivery.

We are very confident with our vaccine planning this year. We will also still be offering the vaccine to ages 50-64 years at risk. There has not yet been any confirmation of whether the “working well” will be included in this cohort.

We have done really well with our ‘Flu vaccine uptake in the PCN this year, and within Wakefield generally. This includes patients who have been vaccinated at the surgery and those who have gone elsewhere, e.g. pharmacy or supermarket.

We want to make sure we send invites out to patients and get them booked in this year before they go elsewhere. Expiry dates for this season’s ‘Flu vaccines is 31st March 2023 so we can still vaccine patients on an ad hoc basis until that date. We can return 10% of the leftover order to the company but any remaining vaccines will be disposed of appropriately.

**Staffing**

Dr Dawood will be leaving us on 2nd March 2023.

Pip is leaving at the end of March 2023.

Denise (receptionist) is retiring at the end of March – Denise has worked at the practice for 31 years!

We have recently been recruiting for a part-time receptionist to replace Denise. We found that we were not getting any interest via NHS Jobs, so instead advertised via our Facebook page which did see an increase in applications.

**Post-Meeting Note**

**The successful candidate has accepted the position and we are now in the process of completing pre-employment checks.**

**ICB Visit**

We are due a practice visit from the ICB on 15th March 2023. It is not as intense or detailed as a CQC inspection, but we will treat it and prepare for it, in the same way. It is a good nudge to all staff to make sure everything is in order. The visit will last 3 hours.

**Year End**

We are also approaching year end (31st March 2023) so there is a lot of work to do at this time. We are making sure that all QOF targets are met. We often find that all of the work has already been done – it’s just making sure that all of the relevant boxes are ticked and the patient records have al been coded correctly. It is a lot of work to check that all records are up to date.

**Patient Survey and Access**

The ICB want us to look at access within the practice. This is an ongoing piece of work. We are always on the radar when it comes to patient access as the National Patient Survey results are always low. The results from this year’s survey are slightly better than last year. However, we have the same frustrations with this survey every year, in that the number of respondents is so low and therefore we do not feel that it gives an accurate reflection of our practice population. For example, this year the results only take into account the views of 0.07% of our patients which we do not feel is either accurate or fair and therefore why are we relying on these figures?

We have asked patients to complete our own in-house patient survey and have received 520 responses. We are currently collating the results and we will be able to share these at the next meeting.

We have a ongoing access plan which we have been working on for the last 2 years and is a work in progress.

**PCN Roles**

We currently have practitioners employed by the PCN who work across all practices. These include:

* Pharmacists
* Health and Well-Being Coach (Emilin)
* MSK Practitioners (Neil and Amy)
* Mental Health Practitioner (David)
* Social Prescriber (Beth)

David can see patients with low level mental health problems. These patients are screened by our GPs and ANPs to ensure that they are appropriate for David to see. There is always a long wait for mental health services and this demand has only increased following Covid.

Each practitioner will spend between half a day and a day at the practice each week, but when you add the appointments up over a week then it does help to free up more GP and ANP appointments for those patients who need them. There is still, however, a massive daily demand for appointments.

**Zero Tolerance and Re-registering Patients**

It was confirmed that two letters were sent to patients last week warning them about their behaviour and there are a further two letters to send this week. We follow the NHS Policy and can remove patients when there have been two or more breaches of the Zero Tolerance Policy within a 12-month period.

It was explained that can refuse to register patients if they request to re-register with the practice following removal for breaches of the Zero Tolerance Policy.

All practices within the PCN accept that if we remove a patient then they will have to go and register elsewhere, but it is about supporting our staff. We hope that the letters also prompt the patient to think about their behaviour. We would however encourage more support for practices from the ICB. We do have posters regarding the Zero Tolerance Policy up in each reception area, as well as information on the rolling screens.

**Date of next meeting**

**Date: Wednesday 19th April 2023**

**Time: 10am**

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