**PRG Meeting – Monday 13 September 2021**

Present

Sonia Poulson Finance Manager (Temp. Chairperson)

Paula Bentham Administrator

Eleanor Horobin Patient Representative

Chris I ‘Anson Patient Representative

Janet Neville Patient Representative

Tony Gwatkin Patient Representative

Apologies

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Welcome and Introductions

Sonia introduced both herself and Paula. Sonia also welcomed Anthony (Tony) Gwatkin, who was attending his first meeting with the group.

Minutes

Sonia discussed the minutes of the previous meeting with the group.

Practice Update

Sonia confirmed that two Administrative Assistants had now started in the practice.

Sonia confirmed that we haven’t been able to get hold of any Astra Zeneca vaccines, and so we are not holding clinics in Kinsley at the current time.

Currently, all vaccine clinics are being held at the Hub, based in Churchview Medical Centre. Appointments can be pre-booked but walk-in appointments are also available.

Sonia explained that the Hub is the centralised vaccine centre for all five practices in this area; it is staffed with vaccinators, administrators and receptionists from each of these five practices. Sonia also explained that some non-clinical staff have undertaken training in order to administer covid vaccinations and therefore help to spread the workload.

Sonia confirmed that there is a clinic this Friday, 17.09.2021, at Churchview Medical Centre from 2pm to 5:30pm, for anyone aged over 16, wanting a first or second Pfizer vaccine.

After discussing the telephones and access - Paula explained about Engage Consult. The group were unaware of this service and so Paula logged onto the practice website and showed the group how to access this service.

**Staffing**

Sonia confirmed that we are currently fully staffed at the minute, aside from one Treatment Nurse. She advised that thankfully, we are not being affected too much by Covid and Isolations at the current time.

Sonia also confirmed that the practice is currently advertising for two Healthcare Support Workers and a Full Time Nurse to work in the Endoscopy Unit due to an increase in demand in this service.

Paula informed the members that we have now an additional eight locum sessions to further help with current demand.

**Endoscopy**

Sonia confirmed that the Endoscopy Unit is very busy, running clinics on 25 out of 31 days last month, including most weekends.

Paula explained that that Mid-Yorkshire hospital staff are attending at the practice to run ultrasound clinics twice a week.

A member of the group enquired as to when we may be running x-ray services again. Sonia confirmed that we used to run several consultant clinics within the practice – X-ray, Ultrasound, Gynaecology, ENT etc. but the CCG decommissioned these services. The same group member stated that he would write to the CCG to see if he could make a point about having these services back in the local community instead of within the hospital setting.

**Comments and Compliments**

Sonia read out the comments & compliments recently received within the practice.

**AOB**

The members asked if they could be notified a week before the PRG as a reminder.

A member of the group stated that Wakefield CCG & Healthwatch were nominating people for awards throughout the pandemic, along with nominating carers. The group members suggested that maybe they should be nominating people like Angela and the administrative staff who have taken on extra training to help vaccinate patients.

A member of the group also explained that Mid-Yorkshire Hospitals Trust had given all of their staff a medal for their work throughout the pandemic, with others receiving a medal and a £100 bonus.

**Date of next meeting**

**Date:** Monday 1st November 2021

**Time:** 10am to 11.30pm

**Venue:** The Grange Medical Centre