**PRG Meeting Notes**

**Tuesday 21st July 2015 at 12pm**

Present:

John Buttree Chairman

Angela Marwood Practice Manager

Kate Lamb Assistant Practice Manager

Colin Cooper Patient Representative

Laraine Cooper Patient Representative

Mick Lomax Public Health Nurse

Janice Wilson Practice Counsellor

Apologies

Rianne Norton Public Health Administrator

**Minutes**

Minutes from the previous meeting in June were reviewed and agreed

**Bee Happy Café**

Mick updated the meeting that Age UK attended the Bee Happy Café and there will be a carers’ event on 3rd August from 10 till 12 noon. The Alzheimers Society and Wakefield Carers’ will be attending. Times will be discussed at these meetings as to the best time of day for the meetings in the future. These events are a good support tool for people to have a chat and catch up with others in a similar situation and feel supported and get information. The Bee Happy Café is a monthly event on the first Tuesday between 10-12.

**Dementia Awareness Training**

The surgery staff attended a training event on 15th July delivered by Mick Lomax as the Dementia Champion. There was a lady from another surgery’s PRG group who attended as she is training to be a Dementia Champion. As a surgery we are currently at 87% of our staff trained and aiming for 100% in the near future. Mick will be doing a ‘mop-up’ training session here very soon.

**Complaints**

Angela updated the meeting that complaints recently have reduced and we feel this is because staff are now encouraged to try and resolve issues rather than pass queries to the complaints officer as often it is a query and not a question from the patients. This is in our complaints policy but staff have been reminded as this may have been part of the reason for the increase in complaint numbers.

**Prescriptions**

As regards prescriptions, the partners and staff have discussed and agreed to some changes to try and improve patient access and the whole prescription ordering process. From 17th August patients will not be able to order repeat prescriptions over the telephone. All PRG members were aware of this through for example highlighted information on prescriptions recently but Angela advised that this is also being advertised on the patient information screens, newsletters and the website.

There will also be a prescription clerk who is an experienced receptionist here who will work away from the reception area and have dedicated time to deal with all of the prescription requests. She will be supported by at least one further receptionist as required as it is unclear exactly how much time this role will take. The reception team leaders, managers and the partner GP’s are keen to see this work and provide an improved service to our patients. PRG members did express concern that this might be too much work for one person but this will be monitored closely.

There was further discussion around the different ways to order prescriptions other than over the phone and also the online ordering facility. One PRG member explained he knew of a patient where this service continually doesn’t work. The managers would be keen to help this patient and resolve any issues with him if they want to encourage the patient to contact us direct.

A PRG member indicated he had received an unsolicited letter from a chemist company promoting their service. Managers advised that we never release patient information to any other sources so mailing lists will have been obtained from elsewhere.

**Mindfulness**

Mick advised that he has now completed his mindfulness training and Janice, the practice counsellor, is already trained and very knowledgeable on the subject. Janice and Mick will be looking to ways that this can be offered to patients and staff in the future.

**Comments and Compliments**

There have been no further comments or compliments for discussion recently.

**Network Development**

Angela had attended an event in Wakefield last week where different networks met with senior CCG members to discuss different models of care. She explained to the group that there are still ongoing talks on 7 day working and 8 till 8 weekend working. There appear to be lots of issues still to be resolved around patient confidentiality between surgeries, will some patients get a preferential appointment service and how will appointments be booked for the network? Other points raised were around IT availability and sharing data. This 7 day working is something the Government wants so it will probably be in a GP contract in the future so we are keen to be involved now while we have the opportunity to influence how it will be delivered.

**PMS Review**

There has been no further news on any withdrawal of funding.

**Practice Update**

**Staffing**

Angela updated that we have a further receptionist who has just started to back fill for the prescription clerk role but we are still looking to fill the nursing role from when Michelle Simon left. There is one recent applicant that looks hopeful and she will be interviewed soon.

**Safer Places Scheme (Stay Safe)**

To confirm our three sites are members of the Safer Places Scheme. The Safer Places Scheme is a voluntary scheme that aims to assist vulnerable people with learning disabilities, autism and dementia to feel safer when travelling independently. If a vulnerable person arrives feeling unwell, confused, lost, or having been a victim of crime staff within a Safer Place are asked to assist by contacting one of the people named on the back of the Safer Places Card or the emergency services and allow the vulnerable person to wait on the premises until the named person or police/ambulance arrive.

**Telephone System**

The GP partners have been looking at alternative telephone systems to replace our current rather old system. We hope this will improve service to the patients giving more accurate department and voicemail options and also a reporting option so managers can monitor activity. A new system looks encouraging for both cost and efficiencies.

A question was posed as to whether patients can ring any site and get an appointment at any site. The answer is yes patients can ring any site. The number for Greenview does not go through the call attendant options as the Grange and Kinsley surgery number does.

It was mentioned that Option 3 (secondary care) does not seem to be answered for sometimes very long periods of time. Angela explained that if the call isn’t answered, there should be a voicemail facility to leave details and the call will be returned.

**Next Meeting**

Tuesday 15th September 2015