**PRG Meeting – Wednesday 19th April 2023**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Apologies

Chris I’Anson Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Comments and Compliments

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| February 2023 | NHS Website | I have been a patient here at this practice for nearly 4yrs can honestly say they has only ever been a few occasions I was unable to get an appointment but had this one already planned. I have plucked up the courage finally come and talk to someone regarding my problem. I can honestly say the person I came to see today had the time to listen and made me feel so relaxed.  I really can't thank them enough for their time and understanding a credit to the surgery. |
| February 2023 | Telephone Call  (Endoscopy) | Patient telephoned the surgery this morning to say, “I want to say how my experience at The Grange was lovely from start to finish; the staff from been booked in to having procedure they made me feel like part of their team - was felt at ease throughout.” |
| March 2023 | Family and Friends | “Very Good.” The visit exceeded all of my expectations. Well done.  Thank-you for all your dedication throughout the year. |
| March 2023 | Family and Friends | “Very Good.” Breast cancer scare – got seen within a few hours – 5\*. |
| March 2023 | Kinsley | One of the mums who attended baby clinic this afternoon said that Carol was really good & really good with the baby.  She is a lovely nurse.  Well done, Carol! |
| March 2023 | Hemsworth | I would like to give praise for one of our colleagues Richard Phillips - I did a chaperone for him on Tues 07/03/23. His patient was in pain & distressed (crying).  I thought Richard was very caring towards her & very calming explained everything really well to her & did not rush. |
| March 2023 | Endoscopy | How well I been treated. Everyone I have spoken to is lovely. Nurses and consultant are all very lovely and am happy to come again. |
| March 2023 | Email | On behalf of myself and my family can I thank Dr Ahmed and the team for dealing with the death of my beloved father on the 18th February 2023. It was very unexpected although he was 91. We are devastated but coping. Dr Ahmed was very kind and caring and we would like to thank him and your team for helping us at a really difficult time. We will be forever grateful. |
| March 2023 | Endoscopy | Patient is under the care of Dr Agrawal – Becky has been dealing with it. There have been a few complications, but we have solved these and she has stated that she wishes she could be a patient with us as she says we have gone above and beyond for her and the staff have been absolutely outstanding with her. |
| April 2023 | Hemsworth | Patient would like to thank all staff especially Dr Sundaram all our help (re DVLA) - we are doing a fantastic job! |
| April 2023 | Greenview | Had a patient just say it’s nice to have someone pleasant like Amy when she comes to surgery. |

Practice Update

**Car Parking at Kinsley Medical Centre**

A member of the group reported the ongoing problems with parking at Kinsley Medical Centre around the start and end of the school day. It was reported that the car park was full but very few patients in the surgery. There was also a concern raised at the speed some vehicles are travelling when in the car park.

**Car Park - Hemsworth**

Angela explained that she had contacted Creative Car Parks but has not yet received a response from them and has not been able to chase up due to the amount of work to complete at year end (31st March) and the start of the Covid spring booster campaign. Angela will try and get in touch with a different contact at Creative Car Parks.

**Patient Survey and Access**

We have now collated the results of this survey and Angela will bring the information to the next meeting.

**Covid Vaccines**

The programme to vaccinate all patients aged 75 years + (as of 30th June 2023) started on 17th April 2023. The week before was the start of the campaign to vaccinate all residents in care homes.

Our Home Visiting Team visited our two care homes and managed to vaccinate a total of 78 patients – all residents apart from 3 who were either out with their families or had hospital appointments. This was a fantastic achievement.

The homes are now a lot more organised in making sure that the patients are ready and prepared for the vaccine, so this helps our nursing team when administering the vaccines.

We are aiming to have completed the vaccines for those patients aged 75 years + by the end of June.

We have a clinic on today (19.04.2023) at Hemsworth and another tomorrow (20.04.2023) at Kinsley Medical Centre. There are 50 vaccines available for each clinic.

There is currently no guidance in relation to boosters for patients under 75 years who are not immuno-suppressed.

We are getting very limited supplies of the vaccine delivered to the PCN so can only offer clinics in line with our deliveries.

The spring booster is a new vaccine manufactured by Sanofi.

We currently have approximately 1200 patients in the 75 years + cohort.

We have asked for another 170 vaccines for next week and we have the clinics booked so we are ready to go once the delivery of the vaccine has been confirmed.

We find that this older cohort of patients are very good at attending the clinics but not so able to manage their booking online, and so reception did a fantastic job yesterday of contacting patients and making sure the clinic was full.

We will also record in a patient’s medical notes if they decline the vaccine.

We expect to be finished with the spring booster campaign by the end of June, but this will depend on the number of vaccines that are available.

We also have to update the PCN on how many vaccines we have administered and also how many have been wasted.

**Staffing**

Dr Dawood, Pip and Denise have all now left. We have a new receptionist – Jamie-Lea – who started with us on 6th April 2023.

Our CASH (Contraception and Sexual Health) Nurse – Jodie – has also handed in her notice. She works 10 hours each week.

Under the terms of our contract, we must provide this service to our patients. If we are unable to do so, then we must subcontract to another practice/organisation. We have now advertised for the position.

We still have an advert out for a salaried GP.

We had some winter pressures funding from the PCN which we used to employ a locum ANP – Amanda – for four days a week over 5 weeks and we received lots of positive feedback while she was with us.

**ICB Visit**

This visit took place on 15th March 2023 and went really well. It was similar to a CQC inspection although they didn’t walk around the surgery. We received good feedback that we had prepared well for the visit and there were just a few ideas on how we could look at doing things differently.

We have taken on board the comments in relation to the Family and Friends Test and are now making these cards more visible within the surgery. There is also the option to complete the Family and Friends Test online via our website.

CPCS – Community Pharmacy Consultation Scheme – this service is designed for receptionists to be able to refer patients directly to the pharmacy. The patient should expect to receive a telephone call from the pharmacy within 4 hours. However, Cohen’s have not signed up to this service, so the only local pharmacy involved in the scheme is Tesco and they are not contacting patients in the agreed timeframe which means that patients are then getting back in contact with us.

The pharmacies have to engage if this service is to be a success for patients and GP practices. We have received support from the ICB to arrange a meeting with Tesco to discuss how we can move forward with this service, and to develop some guidelines on the service we expect them to deliver and the timeframe in which they should be contacting patients.

Currently the service is not ideal for patients as they are just waiting for a telephone call. This service is now part of our contract – we have to engage with it and make sure that we refer appropriate patients into the service. We also get paid for referring patients into the service. However, we need Tesco to engage.

We also looked at homeless patients and there being no requirement to provide any ID when registering with the practice if they are of no fixed abode. This led us to questioning why then we should be asking for ID from other patients. We have therefore amended our welcome letter and removed the requirement for patients to provide ID when registering as a new patient at the practice. It is about treating everyone as equal.

Overall, however, it was a very positive visit with lots of good feedback, and we were able to demonstrate lots of good examples showing the excellent work we do at the practice.

**Cohen’s Pharmacy**

We know that there are currently a lot of problems with Cohen’s pharmacy. Patients are coming back to us and complaining about not receiving their prescriptions. Angela has raised the issue with the Medicines Optimisation Team at the ICB as the pharmacies have contractual requirements just the same as GP practices do.

Angela explained that the new manager at Cohen’s had popped into the surgery to request a meeting with her, but she was unavailable at the time. Angela called her back to arrange a meeting but unfortunately did not receive a response.

Angela confirmed that we actually heard from NHS England that the pharmacy was closing – not directly from Cohen’s.

The Medicines Optimisation team stated that they were very disappointed to hear that Cohen’s had not been in touch to discuss the impact of these ongoing problems for our patients.

Cohen’s were requesting that patients be allowed to order their medications 7 days in advance, but this is not possible on our clinical system.

**Online Appointment Booking**

Appointments are now available to book online. We will be looking to add further appointments in the future. We just need to keep a check to make sure that all appointments are being booked appropriately.

**TARGET Afternoon – 19.04.2023**

We have a face-to-face CPR session booked for many of our staff this afternoon. It is the first face-to-face session since before the pandemic.

**Veteran Health Checks**

We are finding that it is very difficult to get veterans to come into the practice for these health checks. Kirsty and Vanessa are responsible for carrying out the checks.

We arrange a telephone call with the veteran first to explain about the health check before inviting them in for an appointment.

**Action Point**

**Angela will speak to Kirsty to see how many health checks have been completed.**

A member of the group also offered to share information about the veteran health checks with the local veteran’s community.

Angela explained that the feedback from Kirsty so far was that the veterans didn’t want to attend for the health checks.

There is information for veterans on the practice website.

The health checks include collecting health information, identifying any concerns, and signposting the patient to any relevant support services.

As well as collecting information about veterans already registered with the practice, we also ask all new patients who register with the surgery if they are a veteran so that we have this information available and can offer help and support where needed.

Angela explained that we have approximately 90 veterans identified within the practice but acknowledges that there may be more that we are not aware of at this time.

**Date of next meeting**

**Date: Wednesday 7th June 2023**

**Time: 10am**

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