PRG Meeting Notes

Tuesday 15 September 2015 at 12pm

Present John Buttree Chairman

Gail Alexander PRG Member

Sabrina Alexandra PRG Member

Paul Stephens PRG Member

Larraine Cooper PRG Member

Colin Cooper PRG Member

Angela Marwood Practice Manager

Sonia Poulson Finance Manager

Mick Lomax Public Health Nurse

Apologies Kate Lamb Assistant Practice Manager

Rianne Norton Public Health Administrator

Minutes

Minutes from the previous meeting were reviewed and agreed.

Comments & Compliments

6 comments & compliments have been received between June 2015 to September 2015, 2 from Kinsley and 4 from Hemsworth.

One comment referred to the stained chairs in the waiting room at Kinsley and that air conditioning was required in the Kinsley waiting room.

A further comment referred to a GP at Hemsworth; patient said they were really impressed with the GP, and felt he had really reassured her. The patient also put a comment on the NHS choices website.

We also had a thank you card from a patient about one of the nurses, saying a big thank you for taking the time and trouble to check if there was anything else that would help.

One comment noted that the online prescription service is working really well. It was noted that Lorraine, the prescription clerk is still quite new in the role but is working well to streamline the repeat prescribing process.

One comment mentioned that an electronic name machine would be better – It was confirmed that an IT engineer had been out that morning and had said that hopefully with a spare PC, they could get the screen in Hemsworth waiting room (currently not working) to display patient names.

Practice Update

CQC

The Practice Manager thanked all the PRG Members who attended on the day of the CQC visit and further explained what happened throughout the day. It was noted how different the visit under the CQC’s new regime of inspecting is from our first inspection. There is now an inspection team rather than one inspector carrying out the visit.

One member asked what the ratio of GPs was to the patient population. The Practice Manager confirmed that we still have a GP vacancy (Dr Prasad) and a full time Nurse Practitioner vacancy which are currently being re-advertised.

Flu Clinics

The flu clinic posters were handed out. It was noted that Greenview sessions were not on the poster but it did state on the bottom for Greenview to be contacted to make an appointment. It was also noted that you can get a flu vac from Tesco and most other supermarkets but there is a charge (last year was £9) whereas if you fit the criteria it is free at your GP surgery.

Repeat Prescriptions

One member asked why the prescriptions have gone to 3 days now instead of 2. It was explained that Lorraine is still settling into the role as prescription clerk and since the guidelines do allow between 48 and 72 hours, the 3 days would allow a little more time to process the scripts and deal with any queries.

It was highlighted that patients are able to order up to week in advance which is helpful for the practice allowing more time for requests to be processed.

One member felt that it was a lot of responsibility for one staff member to deal with all the scripts; it was noted that the prescription clerk is fully supported by the reception team leaders, the managers and the clinicians. It was confirmed that all queries are dealt with by a clinician with Lorraine making no clinical decisions.

Utilisation of Other Sites

The Practice Manager explained that we had as a practice acknowledged the fact that the Hemsworth site has a large ‘foot fall’ coming through the building. This along with the telephones ringing and the limited car parking makes it a very ‘busy’ site.

We are therefore looking at utilising the 2 other sites more in an attempt to share the footfall across all 3 sites.

Public Engagement

An email was shared regarding public engagement where the CCG were asking PRG members to help with the distribution of surveys that asked for views on 7 day working.

It was agreed that we will be happy to make copies available in each of the waiting areas.

Young People GP Access Survey Results Report

The Young People Access GP Survey Results which was carried out by Healthwatch (a Wakefield organisation) was shared with the group.

A copy will be forwarded with the minutes.

DNA’s

A discussion took place around the number of patients who do not attend for their appointments. It was confirmed that we do display our DNA rates and we would bring some figures to the next meeting.

**Action – Mick to bring the DNA findings/results information to the next meeting.**

Any other Business

A member is going to speak to the PCSO’s in area and see if there is anything they can suggest to prevent people parking in the surgery car parks who are not visiting the surgery. This is a particular problem in Hemsworth and at Kinsley at school drop off and pick up times.

Macmillan Coffee Morning

It was suggested that we hold a coffee morning to raise funds for Macmillan. After discussions, it was agreed not to serve tea/coffee but have a cake stall, raffle a cake and run a tombola with items we had left over from previous coffee mornings.

It will be held at Hemsworth in the main entrance foyer on the morning of Thursday 24 September 2015 times, 11am to 1pm. Donations of cakes/buns and tombola prizes are welcome. PRG Members will attend and help.

**Action – Notify staff to inform them, and see if they would like to donate any homemade cakes, buns, or tombola gifts.**

Date and Time of Next Meeting

Tuesday 3 November 2015.