**PRG Meeting Notes Tuesday 7th November 2017**

Present:

Angela Marwood Practice Manager

Paul Stephens Patient Representative

Gail Alexander Patient Representative

Sabrina Alexander Patient Representative

Kate Lamb Assistant Practice Manager

Rianne Norton Administrator (Minutes)

Apologies

John Buttree Patient Representative (Chairman)

Janet Neville Patient Representative

**Previous Minutes**

There were no action points from the previous minutes.

**Comments and Compliments**

Kate explained that the comments and comments usually go to the Line Manager’s Meeting prior to taking them to the PRG meeting, but we are a little ahead and will be taking the comments to the Line Manager’s Meeting on 8th November 2017.

We are now recording verbal complaints. We have always received verbal feedback but feel that it is just as important that we record it as we do written comments.

Hemsworth

*Spoken to Joanne Taberner and said she was grateful for the service she receives from the surgery saying that everyone is lovely and helpful from reception to clinical staff whoever she has been in contact with her been wonderful.*

Hemsworth

*Verbal compliment from patient – She said that receptionist Sarah was “very helpful” and Alison was “excellent” and that they were both “as asset to the surgery”.*

*With regards to her own care, the patient said that she was very impressed with Dr Hussain, and said that she “is only well because of him”. She said that we should try and keep him rather than just having him as a locum!*

Hemsworth

Verbal compliment for receptionists – praising us for all our hard work and that we are always happy to help.

Kate explained that all of the receptionists were made aware of this positive feedback.

Hemsworth

*Verbal compliment for secondary care – patient wishing to send her thanks to all members of staff working in the endoscopy department when she had her GAS/COLON on the 21st October. She said that every member of staff was outstanding and made her feel so comfortable and at ease.*

Hemsworth

*Verbal compliment for Richard Phillips – Richard has received some praise from a patient. She was extremely happy with his consultation, said he was very thorough, caring and professional.*

Kinsley

*Visited the surgery today and would just like to compliment Dr Oye. He explained everything in detail and answered questions I had regarding the tests and x-ray done. What a pleasure to have someone who is willing to spend time with patients. Well done Dr Oye.*

**Zero Tolerance**

A member of the group asked if reception were shorted staffed as said they appeared to be “run off their feet” today. Angela confirmed that there was a member of staff off sick today.

The member of the group also commented that he spoke to a patient who was waiting in the queue who was becoming frustrated at having to wait to be seen. He explained that the staff were doing their best, and did not deserve to be sworn at or spoken to inappropriately.

Angela thanked him for his support, and explained that we do send out zero tolerance letters to patients who behave inappropriately, and this also includes swearing at members of staff, both over the telephone and in person.

Angela explained that two letters were sent out last week, and a further two letters were being sent out today. Angela also explained that the exact words used by the patient are included in the letter including any swear words, or any rude or offensive language.

Patients will receive a zero tolerance letter as a warning, and then if there are any further incidents the patient will be remove from the practice register, and will be asked to find an alternative GP Practice.

It is acknowledged that members of staff probably receive more verbal abuse than is reported, and Angela explained that some members of staff do deal with abusive patients better than others. However, we do operate a zero tolerance policy and encourage all members of staff to report all instances of abusive or aggressive behaviour, whether in person or over the telephone.

**Practice Update**

**Staffing Update**

We have a new receptionist who has started at the surgery – Emma Womersley – and she has replaced Sarah Dicken who has recently left the practice.

**CCG**

Angela confirmed that there will be funding cuts for practices, although we do not have any specific details as yet. She explained that it is not unexpected, but what is important is how we manage going forward.

Angela explained that the Wakefield district is split into two federations, and she has a federation meeting next week to discuss issues affecting practices. The two federations have also joined together to form a confederation.

There is also a membership meeting on 7th December 2017 which involves all practices across the Wakefield district. This meeting will be attended by all Practice Managers along with the GP Lead.

**Vaccinations**

Kate explained that we had had a good take-up early on for the ‘flu vaccinations. We have put information about the ‘flu campaign on the practice website, and have also attached to repeat prescriptions. We have also sent text messages out to patients, and therefore so far we have not spent any money on advertising. Kate explained that we will soon start to send letters out to remaining patients who are eligible for the vaccination.

Some patients do have the vaccination at local pharmacies, and the pharmacy will notify us so that we can update the patient’s record accordingly.

Some patients are offered vaccines by private employers, but we are unsure if we are notified by them unless the patient updates us themselves.

It was explained that we are unable to source any pneumococcal vaccinations at this time.

There is also a national shortage of Hepatitis B vaccinations at the moment and any that are available are being reserved for hospital use. We do not know when more vaccinations will become available.

**Parking**

Angela explained that we have been having ongoing problems at Kinsley Medical Centre and Greenview Medical Centre with parents parking in the surgery car parks to drop their children off at school, and then collect them at the end of the school day.

Angela explains that Greenview is “awful”. Angela said that she has been up to the car park and has witnessed parents parking in the car park. Children will then run from school into the surgery car park to meet their parents, and then cars are reversing out of the car park. Angela said that this is very dangerous and she was “horrified” to see what was going on.

Patients are also unable to park in the car park during these periods. Angela also spoke to the Lollipop Lady outside Greenview who said that it was the same every day.

Angela has spoken to the Head Teacher at Upton who has passed the message onto the parents, but it has not made any difference.

Angela explained that she telephoned 101 and spoke to a local police officer who explained that it is the same at every school. She said that they can send someone to the school for a few days, but as soon as they leave parents will revert back to parking in the surgery car park.

Angela explained that we don’t have the resources ourselves to manage the car parks.

A member of the group explained that it may be worth contacting a clamping firm to clamp cars on site. They may not charge us if we allow them to keep all of the money they make from removing the clamps. It was noted that we would need to make sure that all of the appropriate signs are displayed warning that clamping is in progress, and that the car park is only for the use of patients.

**Action Point**

Angela will look into contacting a local clamping firm to see if they would be able to help manage all three surgery car parks.

**AOB**

A member of the group asked if we were looking to employ a new GP with an interest in mental health to replace Dr Sweeney.

Angela explained that we have got a female GP coming in to visit the practice in the next couple of weeks, to see if she may be interested in either a permanent position or a long-term locum position. We are unsure at this time how many sessions she may be interested in. We do have GP vacancies but are covering with long-term locums.

It was discussed that Dr Sweeney was very unique and passionate about his work, and his patients miss his compassion and kind nature.

Angela also confirmed that we have a male GP starting at the surgery hopefully around March/April 2018, and he has currently been doing some locum sessions with the practice. Angela explains that she knows this GP from a previous surgery in Leeds, and thinks that he has a very similar nature to Dr Sweeney.

It was also discussed that there is not only a national shortage of GP’s, but also a national shortage of mental health clinicians.

Angela explained that we may also look at employing another Advanced Nurse Practitioner rather than a GP.

Angela wished all the members a very ‘Happy Christmas’.

**Next meeting – Tuesday 9th January 2018**