**PRG Meeting – Monday 18th January 2021**

Present

Angela Marwood Practice Manager (Temp. Chairperson)

Kate Lamb Assistant Practice Manager (Minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Shaun Hodson Patient Representative

Apologies

Rianne Norton, Gail and Sabrina Alexander

Welcome and Introductions

Angela welcomed everyone to the meeting and said how lovely it was to see everyone again.

Previous Minutes

The previous minutes were reviewed and agreed – there were no outstanding action points.

Practice Update

Patient Satisfaction Questionnaires

Angela updated the meeting that the patient satisfaction questionnaires are being distributed in paper format and also on our website. We have had over 100 returned so far but aiming for 500.

Staffing

Staffing – we are delighted that we have a new full time, salaried GP that started from the 1st January and has just completed his two week induction. Dr Fiaz Choudhary comes to us with excellent experience and has worked in Leeds more recently and he has settled in very well even at this early stage.

Dr Sundaram is doing some additional training within dermatology and the partners have supported her request to temporarily reduce her working days by one day per week to assist with this training.

The partners have agreed to continue with additional locum cover for a month or two to ensure capacity and demand are met including a locum additional advanced nurse practitioner who is working one day per week for us.

We are almost at full complement for receptionists with just one vacancy for 17.5 hours still available. Two receptionists have recently moved into health care support worker roles still within the surgery so this vacancy is to cover those hours with the other hours being taken up by existing staff and a new receptionist who started a short while ago.

PRG members commented that things are looking better staff-wise and asked whether staff are being supported in these difficult times and how we evidence our duty of care to staff.

Angela confirmed that staff are being well supported with risk assessments and health questionnaires being competed for each member of staff using CCG documents scoring staff on for example age, conditions, BAME criteria. This includes reviews and new staff included in assessments.

We are also supporting staff with additional PPE, change in working behaviours (telephone and video consultations) with some staff working from home since the beginning of the pandemic and others working at home occasionally to support for example home-schooling commitments or caring responsibilities.

Staff at work are supported by their line managers and senior managers /GP partners with a number of staff being referred to occupational health for support and /or change in work location /PPE requirements etc.

There is also a lot of NHS support available to staff with communications and links available to staff where required.

Investor in People (IIP) was suggested by a PRG member as an excellent way to evidence this work and benchmark our care with other providers /businesses. Angela said CQC is the usual way for GP surgeries to be assessed on an equal basis and with the amount of work currently, IIP is not something we can look at presently but we would think about this again in the future.

COVID-19 Vaccinations

We are working as a Primary Care Network (PCN) with the other surgeries and we have a lead GP, Dr Jordache Myerscough from College Lane Surgery leading this work. We have already provided as a PCN, 3 full days vaccinating in December with those patients receiving their second dose in January.

As many as possible Care Home patients and staff were vaccinated last Wednesday with just one small care home still to visit as they had an outbreak last week so we could not vaccinate them. These will be picked up as soon as it is safe to do so with any residents /staff being ‘mopped-up’ during the coming days /weeks.

There is a further delivery of vaccines due this Thursday afternoon /evening to the PCN where they are expecting 800 doses for patients who are aged over 80 and housebound and a further 800 for the patients aged over 80. From this delivery we will get our allocation of vaccine doses for our patients and plan to start work on Friday for the housebound patients and a full 12 hour day on Saturday for the aged over 80 (to be delivered from Churchview Medical Centre).

Access and Appointments

A PRG member commented that on a phone call he had been number 41 in the queue although couldn’t confirm how long he waited for the call to be answered.

Angela confirmed that we are providing monthly updates from an action plan devised for the CQC to improve access. There has already been a lot of work collating information on exactly what people are ringing for to improve alternative ways of access and working.

For example there has been an exercise to promote more online access for ordering prescriptions and more staff are now taking calls at peak times.

It was confirmed that our Facebook page will be going live this week to keep patients informed and our website is regularly updated with news.

We also send information out by text to patients who consent to this service – all of these things helps to keep the phone lines free.

A PRG member also suggested more posters in local places for example Tesco’s would help keep patients informed.

**Date of next meeting:**

**Monday 1st March 2021**

**1pm**

**The Grange Medical Centre, Hemsworth.**