**PRG Meeting – Wednesday 28th February 2024**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Sandra Pickin Patient Representative

Janet Neville Patient Representative

Paul Stephens Patient Representative

Apologies

Chris I’Anson Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Covid Spring Booster Campaign

We have now received confirmation (as of 27.04.2024) of the Covid Spring Booster campaign. The campaign will start in care homes on 15th April 2024 and the aim is for it to be completed by 30th June 2024. Those eligible will be:

* adults aged 75 years and over
* residents in a care home for older adults
* individuals aged 6 months and over who are immunosuppressed

Vaccines will be delivered centrally to the PCN and they will distribute to practices. We have no delivery dates at this time.

Post-Meeting Note

We will be using XBB.1.5 vaccines throughout the spring 2024 campaign, as deployed in the Autumn 2023 campaign.

Shingles Vaccines

We are continuing to progress well with this campaign. We had a rep visit the practice last week who congratulated the team on the number of vaccines that have been administered – more than any other PCN practice.

Staffing

Jayne Robson has now started back with us.

We are still carrying out the pre-employment checks for our new female salaried GP and hoping that she will starting with us around the beginning of April 2024.

We are continuing with our recruitment for reception, phlebotomy and cleaners.

Cohens

It was acknowledged that there are still ongoing problems with Cohens, and patients reporting that nothing seems to have changed following our meeting with their Clinical Pharmacist.

Rianne explained that she had emailed the pharmacist twice to chase up why the Area Manager did not attend the previous meeting as planned, and if arrangements could be made for them to attend a future meeting, but she has had no response to either email.

PATCHS

We are being encouraged to use the Family and Friends Test more within the practice. We have cards on each reception desk and there is now a functionality set up via PATCHS which means that a patient will automatically be sent a link to provide feedback via the Friends and Family Test after each appointment at the practice. Angela explained that she has been reviewing the comments and there is some positive feedback, but we need to look at a way to collate this feedback.

ICB Visit

This is due on Wednesday 20th March 2024.

Year End

This is always a really busy time of year with targets to meet, including final QOF figures and annual reports.

Pharmacy First

This service has been renamed from CPCS (Community Pharmacy Consultation Service). Receptionists can care navigate patients to this service but patients can also self-refer. This service is designed to help alleviate pressure on GP practices.

Post-Meeting Note

There are seven minor illnesses that pharmacist can prescribe for:

* Earache - 1 to 17 years
* Impetigo - 1 year and over
* Infected insect bites - 1 year and over
* Shingles - 18 years and over
* Sinusitis - 12 years and over
* Uncomplicated urinary tract infection
* Sore throat

Car Park at Hemsworth

Angela confirmed that this was an ongoing discussion with the Partners.

Comments and Compliments

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| January 2024 | Kinsley | Patient has asked me to let everyone know what an amazing bedside manner Kirsty has. He says he has multiple problems but she was amazing. He also wanted to thank all the other nurses working at Kinsley today for their kind and friendly approach towards him. Well done ladies. |
| January 2024 | Online | Helpful receptionist upon arrival and was seen straight away. |
| February 2024 | Telephone call | Patient has rung today to pass on many thanks to Dr Sundaram for helping her finally get seen by hospital and get sorted. Well done Dr Sundaram. |
| February 2024 | Hemsworth | A patient has just been into Hemsworth and given reception a tin of Quality Street. She didn't want an appointment and hadn't come in for any other reason. She just said to Jamie, "These are for having the worst job in the world!" It has cheered us up but she is not wrong - we most definitely do have the worst job in the world but we are all fantastic at it! |
| February 2024 | Family and Friends Test | Very poor - doctors don’t listen or give the right inhalers asked for. |

**Date of next meeting**

**Date: Wednesday 17th April 2024**

**Time: 10am**

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