**PRG Meeting – Wednesday 24th January 2024**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Paul Stephens Patient Representative

James Denning Clinical Pharmacist/Trainee ACP

Apologies

Chris I’Anson Patient Representative

Sandra Pickin Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

‘Flu Vaccines

We still have some ‘Flu vaccines in the fridge but it has been a incredibly successful campaign and all staff have worked really hard.

Covid Vaccines

We now reached the end of the winter booster Covid campaign. We are awaiting further information on the Spring boosters.

Shingles Vaccines

We are progressing well with this campaign. It is being managed by Claire (Office Manager) and Lauren Carr – Lead PCN Nurse.

Staffing

Jayne Robson started with us as an Advanced Nurse Practitioner (ANP) on 22nd January 2024.

Amanda has now left us as a locum ANP.

We are still conducting pre-employment checks for our new female salaried GP. We are hoping she will be starting with us around the beginning of April. She is currently working her 3-month notice period with her current employer.

Kristie has left her role as a receptionist and a phlebotomist.

We are in the process of advertising for a receptionist, but some of our current receptionists are also interested in some extra hours.

We are also hoping to fill the phlebotomy hours.

We have two upcoming retirements – Jenny Linton, our Head Cleaner, who has been with the practice for over 30 years, and Olive Hopkins, who has also been with us for many years and cleans at Greenview Medical Centre in Upton. We are also currently recruiting for these vacancies.

PPG Patient Newsletter

To be discussed again at the next meeting when all members of the group are present.

Cohens

We were expecting the Area Manager for Cohen’s to be present at the meeting today as agreed with the Cohen’s Clinical Pharmacist during our recent meeting with him. We did not receive any further information as to why he did not attend.

Clinical Pharmacist – James Denning

James introduced himself and gave a brief overview of his role within the PCN. He explained that his background is as a pharmacist. He is now doing his ACP (Advanced Clinical Practitioner) training and is working across the PCN.

He explained that it is becoming increasingly challenging working in community pharmacies with cuts to funding and increased workloads and costs. It is becoming more and more difficult to operate these businesses which is why pharmacies have cut back on the services that they used to offer free of charge – e.g. delivery services, and also why they keep stock levels low. Using a hub (as Cohen’s do) is more efficient and cost-effective for the pharmacy.

There are also lots of ongoing supply issues with various medications and pharmacists spend a lot of time sourcing meds and trying to find alternatives. The effects of Brexit are part of the problem. There are small margins for drug companies in the UK, and so for this reason they don’t always make the UK a priority in terms of supply. There are also manufacturing issues.

Pharmacies are also being asked to provide additional services to help relieve pressure of GP services.

Comments and Compliments

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| December 2023 | Hemsworth | I was very quick to complain before so thought I'd follow up with a praise! Thank you so much to whoever contacted me the same day and got an appointment. The doctor my child saw has got to be the most thorough caring doctor I've ever encountered! (Dr Ahmed) He really cared, prescribed antibiotics, and unless it's in my head I’m convinced my little boys cough at during the day (and always at night) has basically gone. So just a big thank you for the quick action, and sorry for my jobsworth email below. |
| December 2023 | PATCHES | Don’t know |
| December 2023 | PATCHES | Very good – I feel that the doctors look after their patients as best as they can under the circumstances. |
| December 2023 | PATCHES | Very good – They do their best to see patients under the circumstances. |
| December 2023 | PATCHES | Very good |
| December 2023 | PATCHES | Very good |
| December 2023 | PATCHES | Very good – easy to use, simple process. |
| December 2023 | PATCHES | Very good – usually quite responsive and helpful |
| December 2023 | PATCHES | Very good |
| December 2023 | PATCHES | Very good |
| December 2023 | PATCHES | Very good |
| December 2023 | PATCHES | Very good |
| December 2023 | PATCHES | Very good – simple to use and no need to use an appointment |
| December 2023 | PATCHES | Good |
| Jan. 2024 | PATCHES | Very good – easy to use without the need for an appointment |
| Jan. 2024 | PATCHES | Very good |
| Jan. 2024 | PATCHES | Neither good nor bad – haven’t heard from them yet |
| January 2024 | Email | Patient came to Kinsley on Friday afternoon and said what a fantastic doctor Dr Ahmed is - he is kind, caring and considerate and took the time to listen which made her feel much better. She also said Joanne (receptionist) was kind and caring and she appreciated all the help she had received from them both. |
| January 2024 | CardEndoscopy | Following my appointment for an endoscopy on 22nd December I wish to express my gratitude and sincere thanks to all involved including the nurses who phoned me. As I was feeling both nervous and apprehensive you made me feel at ease both before and after the procedure. Your care and professionalism was greatly appreciated by me and you are all a credit to the National Health Service. With my thanks once again. |
| January 2024 | Hemsworth | Patient can't praise Amanda Woodhead enough for all the support and help she has given them. She has been fantastic for both herself and her daughter and says that she will be missed very much by them when she leaves the practice. |
| January 2024 | Hemsworth | The level of service at this surgery is exceptional – many thanks. |
| January 2024 | Hemsworth | Patient would like to thank Dr Choudhary for the excellent care they have received whilst her mum was in the last stages of her life. She says he was very kind and caring would like to give a personal thank-you to him. |
| January 2024 |  | Patient would like to say thank-you to Kerrie Harkin (receptionist) for sorting out her sick note today. She says you were very efficient and very kind. |
| January 2024 | Hemsworth | I just wanted to thank the staff at The Grange Medical Centre in Hemsworth. I attended the Centre on 8th January 2024 for a vasectomy and the staff were amazing; so pleasant and understanding. The head nurse who was with me throughout the procedure knew if she got me talking it’d take my mind off what was going on…she just let me ramble on without interrupting bless her – lovely woman. The doctor was so professional too and kept me relaxed throughout. Then the beautiful nurse who talked me through my aftercare was just amazing and very professional.I wasn’t looking forward to this procedure but everyone made it so easy - thank you! |
| January 2024 | Hemsworth | Thank-you for providing such a high level of service. I can’t suggest any improvements. Keep up the good work and delivering to the community. |
| January 2024 | Hemsworth | Thank-you to everyone at this surgery. The level of service and caring attitude is exceptional. |
| January 2024 | Hemsworth | First class service. Pleasant staff. By receiving treatment I am able to return to work. |
| January 2024 | Hemsworth | The staff are friendly and the service is excellent. |
| January 2024 | PATCHES | Very good – easy to use without the need for an appointment |
| January 2024 | PATCHES | Very good |
| January 2024 | PATCHES | Neither good nor bad – haven’t heard from them yet |

PATCHS

Patches is an online consultation tool and messaging system. Patients can also provide feedback via this service. Information is available on the practice website.

ICB Inspection

We are due an ICB inspection/visit in March 2024. We will treat the visit – and prepare on the same way – as we would for a CQC visit. We can be asked about any aspect of the service we provide – both clinical and administrative..

Zero Tolerance

It was confirmed that social media posts may also breach the NHS Zero Tolerance Policy.

**Date of next meeting**

**Date: Wednesday 28th February 2024**

**Time: 10am**

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