**PRG Meeting – Wednesday 20th April 2022**

Present

Rianne Norton Communications and Patient Contact Manager (minutes)

Paula Bentham Clinics Manager

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Chris I’Anson Patient Representative

Paul Stephens Patient Representative

Apologies

Angela Marwood Practice Manager

Sandra Pickin Patient Representative

Minutes

The minutes from the previous meeting were agreed.

**Action Point**

**Angela to find out the number of face-to-face appointments with GP and ANPs from the NHS Digital Dashboard for the next meeting. The most recent figures provided to the group were from November 2021.**

Practice Update

**Staffing**

Pippa Mitchell, our new Advanced Nurse Practitioner and Nurse Manager, started with the practice at the beginning of March 2022. She is settling in really well and has a wealth of knowledge and experience in primary care, including management, training, and mentoring.

Dr Dawood started with the practice on 4th April 2022 as a new 6-month, long-term, locum GP. He is also settling is really well.

We are also looking to support another of our Healthcare Support Workers to enrol on the Trainee Nursing Associate programme as of January 2023.

Two of our pharmacists also started their Advanced Clinical Practitioner training as of January 2022. This qualification will allow them to see patients with conditions appropriate to the training that they have received.

We also have a Contraception and Sexual Health (CASH) Nurse and Practice Nurse – Jodie – starting with us on 25th April 2022. Jodie will be working a combined role – 10 hours per week in her CASH role and 20 hours per week in her Practice Nurse role.

**New Telephone System**

Our new telephone system was installed during February 2022, and, despite a few initial teething problems, it is now up and running, with more functionality than the old system. This new system allows us to have unlimited lines both to and from the surgery, at all three sites.

**Community Pharmacist Consultation Scheme (CPCS)**

The NHS Community Pharmacist Consultation Service (CPCS) is a national service to refer patients requiring advice, treatment and urgent repeat prescriptions to community pharmacies.

The service aims to reduce pressure on the primary and urgent care system, particularly Accident and Emergency and GP out of hours. The service will support the integration of community pharmacy into the urgent care system.

Patients telephoning the surgery for an appointment, will, if appropriate, be referred to CPCS, and advised that they will receive a telephone call from a local pharmacy.

If the pharmacist is unable to deal with the patient’s complaint, then the pharmacist will re-contact the practice. The receptionist will then book the patient an appointment with a clinician.

Many of our local pharmacies are participating in this scheme – except for Cohens Pharmacy.

**CQC Inspection**

It was explained to the group that we had recently undergone a CQC inspection – Monday 11th and Tuesday 12th April 2022. We are feeling reasonable positive following the inspection, but we are still awaiting the official report.

Access was an issue, along with the results of the last National Patient Survey (2021). However, we feel that the installation of the new telephone system, along with Dr Dawood joining us as a long-term locum GP, and the CPCS and care navigation tool were all considered positive actions by the inspector.

We will await the results of the 2022 National Patient Survey, but we do intend to carry out our own survey once again in the coming months, but we will discuss this week the group at a later date.

**Vaccine Clinics**

Spring Booster Clinics are due to start at Churchview Medical Centre today (20th April 2022). Those patients eligible for their boosters will be contacted.

Booster clinics were also arranged at Kinsley Medical Centre for Saturdays throughout January but, unfortunately, we found it very difficult to fill clinics as we moved further down the cohorts of patients.

**Post-meeting note**

**A further Spring booster clinic has been arranged at Kinsley Medical Centre on Saturday 7th May 2022, from 9am until 2pm.**

A question was asked by a member of the group about administering boosters for patients resident in care homes, as well as those who are housebound. Paula confirmed that the Home Visiting Team would be manging booster vaccinations for these patients.

Comments and Compliments

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| December 2021 | Card | Dear Dr Ahmed. Thank-you for the support during my recent issues. |
| December 2021 | Card | To the Management staff – thank-you for being there. Happy Christmas and a healthy new year. Best wishes. |
| December 2021 | Gift | At the vaccine clinic on 15.12.2021, a patient kindly gave us a box of chocolates and a box of biscuits and thanked us for all of our hard work. Well done everyone. |
| December 2021 | Message (Endo) | This patient wanted to thank all the staff from endoscopy, he was very pleased with the service from start to finish and wanted to pass on his thanks. |
| December 2021 | Email | I just wanted to write a quick note to thank you for today and all you have done this year. I phoned today because my daughter was unwell and immediately received a call back from the doctor and by this evening my daughter is on the medication she needed. I couldn't have asked for more than the service you provided. I would also like to thank you for organising the vaccinations this year. My husband, myself and my daughter have all received vaccinations through the service provided by the surgery. We never had to wait long and were able to park at each centre. As someone who suffers from IBS this was perfect for me. Thank you for all your hard work and I hope you can all enjoy a Merry Christmas. |  |  |
| January 2022 | Email | Nice message from a student following his 3 days’ work experience with us. Thank you to everyone who spent time with him.  Hi, I'd just like to say thank you very much for the work experience, I learnt a lot and I was able to ask loads of questions and everyone I talked to was extremely welcoming and friendly.  I don't know everyone's emails so in short, I'd like to say thank you to everyone at the Grange and Kinsley for being so welcoming and putting up with me for the time I was there. This has definitely encouraged me to apply for medicine next year and has given me a lot of insight into life at a General Practice.  Thank you especially to Mrs Poulson who went out of her way many times to help me get settled and Mrs Marwood for giving me this opportunity in the first place. Thanks again. |
| January 2022 | Telephone | Message for Sharron Andrassy - thank you for all your help today it was greatly appreciated. Well done Sharron. |
| January 2022 | Telephone | Patient had a F2F last week with Dr Herrero and said how lovely and helpful he was. |
| January 2022 | Email | I have been poorly with chest problems since the end of October and for the last 6 to 7 weeks have been treated regularly by nurse practitioner Mr Steve Agar. I feel extremely grateful for all his help. I really felt cared about and that he has done everything he can to try and make me well again. I would be grateful if my sincere thanks could be passed on to him. |
| January 2022 | Kinsley | Patient came into Kinsley singing the praises of Dr Meenadchisundaram - how efficient/quick she has been at sorting stuff and doing an excellent job. |
| February 2022 | Hemsworth | Patient been in today to see Dr Bellas asked me to say she’s so very lovely and was a really good listener a credit to our surgery. |
| February 2022 |  | Patient rang today to express his gratitude to Dr Nabi for his work and attitude. Job well done. Thank you. |
| February 2022 | Hemsworth | “That doctor is mint…best doctor I have seen in ages.”  (Comments made about ANP Steve Agar) |
| February 2022 | Hemsworth | Patient’s wife would like to thank Dr Johnston for getting her husband an appointment for his scan at Pinderfields instead of having to go to Sheffield. Very helpful. |
| February 2022 | Hemsworth | A patient came in for a face-to-face appointment after speaking to Julie and said how lovely she was. Well done Julie. |
| February 2022 | Email | I would like to thank you (Administration) for all the help in sending over information required for the above patient. It is an absolute pleasure to deal with your Admin department who are efficient and professional. |
| February 2022 | Email | I spoke to Dr Kamal who was absolutely amazing over the telephone.  I explained my problem to him, and he re-assured me that he and his practice would do everything in their power to help me. |
| March 2022 | Telephone | Dr Choudhary had good words said about an appointment he had with a patient…lovely, he had time to listen and was sympathetic and not patronising . |
| March 2022 | Telephone | This patient’s wife has called today to thank everyone for their help with the patient recently, particularly Richard, with all that he has done over the last few weeks/days.  The patient is presently admitted to PGH with pneumonia. |
| March 2022 | Telephone | This patient would like to thank Sharon Fletcher for her patience and understanding last week when the patient was crying on the phone. She said all receptionists do a great job as she knows what we have to deal with as she used to be a receptionist herself. |
| March 2022 | Thank-You Card | We have received a lovely thank-you card from a member of staff’s daughter’s school thanking staff at the practice for their contributions towards their recent fundraising efforts - a pancake flipping contest!  The fundraising is to go towards a new minibus as one of the school minibuses was recently decommissioned, which has meant that students now have reduced opportunities to access the community, off-site learning, sporting events and day trips etc.  A fantastic £1987.55 was raised in total.  The school are extremely grateful and a big thank-you to all staff who contributed.  Thank-you. |

DNA Policy

A question was raised by the group about the management of DNA’s within the practice, following the information detailed on our Facebook page about the number of missed appointments per month.

It was explained that if patients fail to attend for two appointments within a 6-month period then they will be sent a letter by the practice reminding them of the importance of cancelling appointments if they are unable to attend.

If patients fail to attend three or more appointments within a 6-month period, then, with the authorisation of a Partner GP, they will be removed from the practice.

The patient is given a grace period of four weeks to write to the practice to advise us of any extenuating circumstances as to why they have been unable to cancel their appointments. If the patient contacts us then their removal will be reviewed by a Partner GP.

This is not about wanting to remove patients from the practice, but about educating patients about the importance of cancelling appointments and not wasting valuable appointment time with our GPs, ANPs, practice nurses and healthcare support workers.

Urgent Care in Wakefield

It was explained that there are many different options available for patients requiring urgent care in Wakefield, and patients should choose the service appropriate to their needs. Services include:

* GP
* NHS 111
* GP Care Wakefield
* Urgent Treatment Centre
* Pinderfields Hospital
* 999

Information on urgent care services in the Wakefield district can be found on our website.

Loss of X-ray Service

A member of the group has kindly been in contact with the CQC requesting information on the decommissioning of the x-ray service within the practice. He explained that he has now been sent a big pile of information following a Freedom of Information Request and will update the group further at the next meeting.

Meeting day/time

A discussion was held about the preferred day/time for meetings. It was agreed by members at the meeting, that Wednesdays at 10am would be preferable. Rianne explained that she would speak to Angela to see if this could be agreed.

**Date of next meeting**

**Date: Wednesday 15th June 2022**

**Time: 10am**

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