**PRG Meeting Notes**

**Tuesday 18th October 2016 at 12pm**

Present:

John Buttree Chairman

Angela Marwood Practice Manager

Kate Lamb Assistant Practice Manager (Minutes)

Gemma Pearson Whitworth’s Chemist

Paul Stephens Patient Representative

Gail Alexander Patient Representative

Sabrina Alexander Patient Representative

Janet Neville Patient Representative

Apologies

Colin Cooper Patient Representative

Larraine Cooper Patient Representative

**Previous Minutes**

Flagstones

Kate has checked the flagstones at the front and rear of the building, and no loose stones have been identified at this time, but we will continue to check them.

Parking

Angela thanked Paul for bringing in a ‘disabled parking’ sign for the car park. We will arrange for this to be displayed in the car park.

Abusive Behaviour

Kate has arranged for extra signs to be displayed in the reception and patient waiting areas at all three sites, reminding patients that abusive behaviour will not be tolerated by the practice.

**New Member**

Janet Neville was introduced to the group. She is representing her father who is a patient at the surgery but is unable to attend the PRG meetings himself.

Gemma Pearson, who is representing Whitworth’s Chemist, was also introduced to the group.

**Staffing**

The group was informed that Dr Brown has now left the practice and has moved to Outwood Surgery in Wakefield. It was explained that Dr Brown wants to be involved in training other clinicians, and this opportunity has been offered to him in his new post. Dr Brown had been involved in training two of our own nursing staff - Helen Riley and Sue Winstanley but wanted to take this trainer role further with a training practice.

Mick Lomax has now left the practice, and he will be a big loss. A member of the group explained that they had missed seeing him at a meeting earlier this month. It was agreed that he had left a legacy with the work that he has done over the last two years.

Janice has also now left. Mick and Janice were both part of a 2-year funded project and we are disappointed that the funding will not be continued. She was also commended on her work here by staff and PRG members who had come across her.

**Pharmacy changes**

The practice is involved in supporting local pharmacies as part of the CCG Waste Management Strategy. This initiative is to help prevent over-ordering of medication and as part of this initiative, pharmacies will no longer be able to order medication on behalf of their patients. In some areas pharmacies were ordering medications that patients did not require creating stock piles of medications potentially.

Our prescription telephone ordering line was removed over a year ago but there are several other options to order including online, handing in the paper copy of the repeat request form at reception or by fax for example.

This change is not immediate and there is a transition period from 1st November 2016 and will last until 31st January 2017. After that time pharmacies will no longer be able to order prescriptions for patients.

There is an option however in this new strategy to ensure that vulnerable patients are not disadvantaged. If a GP determines a patient to be classed as vulnerable, then the pharmacy will still be able to order medication on their behalf. The practice has now started to compile a list of vulnerable patients who will be affected by these changes.

Gemma explained that Whitworth’s Chemist always ring patients before ordering medication on their behalf to check what is required on each occasion. It was discussed that we have had no complaints from patient’s using Whitworth’s Pharmacy.

Jocelyn (Medicines Optimisation Team) and the CCG (Clinical Commissioning Group) are helping and supporting practices in this new initiative.

A member of the group enquired about private prescriptions. Angela explained that she had spoken to Jocelyn about this query, as the practice is a high user of private scripts and we should really be issuing less of them.

A member of the group enquired as to why sealed packs of medication which are returned to the pharmacy unused, cannot be given to another patient. Gemma explained that due to the potential risk of contamination medications can’t be re-used and are destroyed. Gemma clarified that medications can’t be returned once they have left the pharmacy premises. If a medication is found to have been ordered in error while the patient is still on the premises then it can be returned to the pharmacist to be given to put back into stock and dispensed to another patient.

We received posters and leaflets regarding this initiative last week. The CCG representative is available to attend the next PRG meeting, and this suggestion was welcomed by all members.

**Action Point**

**Angela will arrange for the CCG representative to attend the next PRG meeting.**

Gemma explained that Whitworth’s Chemist have their own PPG (Patient Participation Group) meeting, with the next one being on 20th October 2016 at 1.30pm at the Resource Centre, Kinsley. She explained that representatives from the CCG and Medicines Optimisation Team would be in attendance. The invitation is open to all patients who use Whitworth’s Pharmacy and coffee and buns are also on offer!

**Comments and Compliments**

A member of the group stated that they had seen Dr Gilbert and what a very nice doctor he is. Angela said several comments have already been received for Dr Gilbert and they are all positive.

Hemsworth

*Patient has been in this morning to praise all reception staff he says he thinks we do a fantastic job and we are all very helpful and wants to thank us.*

This was a lovely compliment to receive and was shared with our reception teams.

Hemsworth

*I see the health trainer Ben who is great. I’m really upset that this service is stopping. What is planned to help me and others with weight loss?*

It was explained that the reason this service is stopping is due to a lack of funding. Patients can however be referred by their GP to Sara at Kinsley for Exercise on Prescription. The secretaries have also been notified of the new service that GP’s can refer into. Whitworth’s also offer a free weight loss drop-in clinic from Monday to Friday and we will arrange for leaflets to be displayed across all three sites to advertise this service.

Hemsworth

*Why aren’t all appointments online? Why is there a telephone lottery at 8am for appointments? Why are you the worst doctors surgery I’ve experienced? Isn’t it obvious?*

Online appointments are offered at the ratio of one appointment per GP per surgery, and are available seven days in advance. We monitor availability to try and ensure there are always appointments available to pre-book but we need to be aware that not all patients have online access and cannot disadvantage any group of patients.

Hemsworth

*Had a problem with prescription and was getting nowhere but Clare at Kinsley sorted out this problem with all the professionalism that was required. Outcome: Job sorted!*

It is nice to receive positive feedback, and this has been shared with Claire and her Line Manager.

**Practice Update**

As mentioned above, Dr Brown has now left the practice. Helen Riley started in her Role as Advanced Nurse Practitioner on 3rd October 2016, and is currently doing her prescribing training. Joanne Taberner starts on 24th October 2016 and her role is as a Long Term Conditions Practitioner. Both Helen and Joanne have come from the Community Nursing Team so have worked for us but under a different guise.

Joanne Taberner has expertise in home visits, particularly elderly and housebound patients, and we hoping that she will be able to free up more time for GP’s to see patients. We have employed locum cover for Dr Brown.

In-house we now had a receptionist vacancy and one member of staff has moved internally. We are currently recruiting for a full-time vacancy in our administrative team to cover the in-house move.

A member of the group made a comment about Dr Wong, asking where he is during his Wednesday afternoon clinics at Greenview, and it was confirmed that his clinics are still scheduled every Wednesday afternoon.

**AOB**

It was commented as to why the group are no longer offered tea or coffee when attending the PRG meetings! Apologies were given and it was noted that this will be offered (along with mince pies!) at the next meeting.

**Next meeting – Tuesday 29th November 2016**