**PRG Meeting – Wednesday 13th December 2023**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Chris I’Anson Patient Representative

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

GP Care Wakefield

Discussed the service – it is an extension of the service that we already provide to our patients. It is run through our PCN and all practices within the PCN are allocated appointments each day.

GP to Patient Ratio

A member of the group asked if the GP to patient ratio within the practice had changed.

Angela explained that the practice list size tends to remain fairly stable and it has never gone about 15,000 patients. However, as well an increased demand for appointments, we have patients with much more complex needs as well as increasing expectations, all of which have an impact on the service that we can provide. Patient education is also really important.

One of the QOF (Quality and Outcomes Framework) areas the practice had to look at this year was the number of appointments we offer, and the type of appointments that are being booked. Our reception team will always try and care navigate – direct patients to other more appropriate services dependant on their symptoms – and they have received full training in how to carry out this task.

We also look at frequent attenders and why these patients attend so regularly. GPs will also carry out peer reviews. All of these actions are designed to try and help ensure that we are offering appropriate appointments to those patients who need to see a GP.

It was acknowledged that we have a huge problem with DNAs – patients failing to attend for their appointments, and Rianne outlined the practice DNA policy.

Flu Vaccines

We have done really well with the ‘Flu vaccinations this season. From 8th November 2023 we have been running smaller clinics. We are now well within the number of over 65’s vaccines that we can return (10%). However we still have to administer another 120 of the under 65 vaccines to ensure that we don’t make a financial loss. Everyone has worked so hard to make sure that the campaign has been a success.

Covid Vaccines

It is now getting really difficult to book any more patients in for their Covid vaccines. We did five full Saturday clinics at Kinsley throughout October which were very successful. We booked as Covid clinics and then gave ‘flu vaccines opportunistically. We then arranged some smaller clinics at the other sites. The last batch of vaccines that we received from the PCN expired at the end of November. The PCN may be getting some more vaccines in December but it is now a lot of effort to contact patients for the very small numbers that still want their vaccine.

Shingles

The PCN have appointed a team of care coordinators – lead by a qualified nurse – Lauren Carr. Lauren is very organised and helpful – and extremely knowledgeable – and she has taken the lead on our Shingles campaign. NHS England has recently changed the guidance in relation to the administering of the second shingles vaccination, and there now needs to be a 6-month gap between the 1st and 2nd dose.

Pneumonia

Lauren is also looking at those patients within the practice who are eligible for their pneumonia vaccine, and is helping to develop an eligibility register.

Staffing

We are delighted to announce that Jayne Robson will be returning to the practice as a full-time (8 x sessions across 4 x days) Advanced Nurse Practitioner starting in January 2024. This will be a full-time clinical role. This means that we will be saying goodbye to Amanda who has been working with us a locum ANP.

We are in the process of appointing a new full time (8 session) salaried GP. We have had a salaried GP advert on the NHS website for around eight years and never really had any interest, and then suddenly we have had interest from four GPs! We think there is less locum work around now as practices are having to cut costs, and one of the major costs is locums, and so GPs who have previously relied on locum work are having to consider reverting back to working as salaried GPs.

The GPs that have applied to us have never worked with us as locum GPs and none of them are currently working in the Wakefield area.

It is a female GP and she has previously worked as a consultant obstetrician. She is wanting to return to GP practice. She has previous done teaching and lecturing and is interested in women’s health. Angela had an informal visit with her – introducing her to staff and visiting all three sites. We are in the process of starting the pre-employment checks and then it will be a three month notice period wither current employer.

PPG Patient Newsletter

Copies of the newsletter were shared with the group and it was discussed whether anyone within the group would be interested in taking responsibility for drafting the newsletter. To be discussed again at the next meeting. In the meantime, as a practice, we can start to look at information which may be useful/helpful to include.

Zero Tolerance

The instances of zero tolerance remain static but the level of abuse targeted at our staff has certainly escalated. It was explained that we follow the NHS Zero Tolerance Policy, and the practice policy was also explained to members. We will always support our staff when reporting any instances of abuse.

Christmas staffing/Winter Pressures

There are always difficulties with staffing during this time of the year, but in previous years we have noticed that we start to feel the increased winter pressures during January and February.

Transition to Modern GP Funding

This is similar to the winter pressures funding. There is £13,500 available per practice but we need to submit a bid for the money. Angela will discuss with the GP Partners, but she is going to suggest that we use the money to invest in looking at streamlining our prescribing procedures/service within the practice.

Cohen’s Pharmacy

Angela, Rianne, James Denning (Clinical Pharmacist) and Bev and Jenny – two of our Prescription Clerks – have a meeting with the Operational Pharmacist for Cohen’s this afternoon. We will feedback from the meeting at the next PRG meeting.

A member of the group asked for it to be recorded that Lo’s pharmacy in South Kirkby was “excellent.” Explained that he never has to wait more than a day for his medication after he has submitted the request to the practice.

Comments and Compliments

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| November 2023 | Hemsworth | Patient called and wanted to give a massive thanks to Amanda for helping her over the past couple of weeks. She says she has been really ill and Amanda has helped her a lot. Well done Amanda!! |
| November 2023 | Family and Friends | Efficient and carting service when I needed it urgently. |
| November 2023 | Hemsworth | A lady has rung to say thanks to Jenny Reid for her help this morning. she said she was so kind and couldn't praise her enough. Well done Jenny. |

**Date of next meeting**

**Date: Wednesday 24th January 2024**

**Time: 10am**

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