**PRG Meeting – Monday 13th December 2021**

Present

Angela Marwood Temp. Chairperson

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Apologies

Chris I’Anson Patient Representative

Paul Stephens Patient Representative

Minutes

The minutes from the previous meeting were agreed.

Angela apologised that she had not yet obtained the figures in relation to the Action Point below. She will do so as soon as possible.

**Action Point**

**Angela to find out the number of face-to-face appointments with GP and ANPs for the next meeting.**

Comments and Compliments

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| October 2021 | Telephone call | Dr Choudhary has spoken to patient’s daughter who has said Sue Brammer has been "A LIFE SAVER". Well done Sue! |
| October 2021 | Telephone call | Patient said that Dr Ahmed is a lovely doctor - very caring. Well done Dr Ahmed. |
| November 2021 | Email | Many thanks for your prompt reply and I would like to thank you for your help in this instance.  My daughter had an appointment yesterday with Jayne Robson who has now referred her to an ENT Consultant. We are both extremely grateful for your prompt attention to this.  Many thanks. |
| November 2021 | Telephone | Patient has rung today specifically to thank everyone as his wife was given her booster and flu yesterday and he is very grateful as he said he has been nagging us!! |
| November 2021 | Telephone call | Just spoken to patient’s family. They just wanted to let us know that everyone at The Grange were excellent – she was well looked after. Thanking us all for the support, especially Leigh Smith - well done Leigh. |
| November 2021 | Message | Patient took her two boys to see Dr Nabi on Wednesday at Kinsley and she would like everyone to know how impressed she was with him; he was really great with the boys getting down to their level and talking to them he was lovely and very sweet. She would also like to say how well we are all doing in what has been a very difficult year. |
| November 2021 | Message | A thank-you from both patients for all of the care provided by Dr Ahmed. |
| December 2021 | Message  (Endo) | Patient had his procedure on 03.12.2021 and was very nervous. He said he was very happy with everything from start to finish - we have all been brilliant and was impressed with the whole experience. He also said we made a cracking cuppa but wasn't going through all that just for the cuppa! |
| December 2021 | Message  (Endo) | Patient was very worried about everything especially as it wasn't a hospital setting, but stated he had had an amazing experience, all staff were fantastic, and he felt very reassured throughout. He would totally recommend and even come again! |

Boosters

Angela referenced the announcement made by Boris Johnson on the evening of 12th December 2021, that all patients aged 18 years and over are to be offered a Covid booster vaccination by 31st December 2021. At the time of the meeting there were 3916 registered patients in the practice still eligible for their booster.

All patients 60 years and over within the practice have now been invited for their booster. We are working our way through the other cohorts as well as those patients who are classed as clinically extremely vulnerable.

We are also mopping up some 2nd doses as well as administering 3rd dose vaccines to those patients who are eligible.

**Post-Meeting Note**

As of 14th December 2021, the following Covid vaccine clinics have been arranged at Kinsley Medical Centre for:

* 15th December 2021
* 18th December 2021
* 20th December 2021
* 22nd December 2021

We are also releasing staff to help at the clinic at Churchview Medical Centre on 17.12.2021.

These clinics have all been arranged at extremely short notice and with the help and cooperation of all of our staff. This has allowed us to provide 954 appointments over an 8-day period.

We are also looking to run clinics on the following Saturdays in January:

* 8th January 2022
* 15th January 2022
* 22nd January 2022
* 29th January 2022

We do and try and run clinics on Saturdays as this then doesn’t cause any disruption to clinician’s regular weekly clinics.

The CQC and CCG are still expecting the practice to carry on with their regular work alongside the delivery of the booster clinics.

We arranged a recent clinic on Saturday 10th December 2021 whereby we administered 350 vaccines.

It was explained that all of the booster vaccines administered by the practice are manufactured by Pfizer.

In answer to a question from a member of the group, it was explained that as we are a small practice, we would struggle to offer a walk-in service to patients.

Angela explained that the initial information that we had received from the PCN was that there would be a shortage of vaccines heading towards the Christmas period, so we were reluctant to arrange any clinics as we didn’t want to book patients into the clinics and then have to cancel them. We were then later advised that there were plenty of vaccines available.

A question was asked as to how many patients we have who have declined the vaccine. Angela explained that she did not know the figures but stated that we do code all patients who have declined their vaccine.

Angela explained that we have been told by the CCG that there are certain parts of our work that we don’t have to do at the moment, i.e. 75 years+ health checks; however, these numbers are relatively few anyway. We also don’t have to carry out minor surgery, including injections, but again these are relatively small numbers. The CCG have confirmed that they will guarantee our income (at pre-pandemic figures) for these services. However, if a patient is in pain, and this pain can be better managed by an injection then we want to be able to provide this service to our patients.

We don’t know at this time what support we will be offered by the CCG.

If the government are planning to set up bigger vaccination centres, then we have the option of directing patients to these services.

Angela explained that once the vaccine vial has been removed from the fridge then it will need to be used up. We will also chase up patients who haven’t arrived for their vaccine appointment. If we have spare vaccines at the end of the day then we will do everything we can to ensure that there are used and not wasted, and this will include vaccinating patients who are in the lower age cohorts.

Angela explained that we have over 300 housebound patients, including those registered in our local care homes – Hemsworth Park and Springfield Grange. Both care homes have had recent outbreaks and so have had to wait a further 28 days for a booster.

The nursing team went back into the care homes last week to administer further vaccines, including to new residents.

As of 13th December 2021 we had 50 housebound patients still awaiting their booster vaccinations.

Angela explained that there are six vaccines in a vial. She explained that, logistically, it is easier to administer the vaccines to care home patients as they are all in the same vicinity; it is much more time consuming having to travel to housebound patients’ resident in their own homes.

Telephones

Angela explained that we will shortly be receiving an upgrade to our existing telephone service. It is a cloud-based service which is the preference of the NHS.

Premier will be coming to the surgery on 29th, 30th and 31st December to do an initial survey with the upgrade taking place early in 2022.

The upgrade will give us unlimited lines both in and out of the surgery, although we appreciate that we haven’t got unlimited numbers of staff to answer calls.

The upgrade will also allow us to offer a call back service to our patients; allowing the patient to receive an automatic call back when they get to number one in the queue.

It will also provide a better reporting system for monitoring usage, i.e. looking at the number of abandoned calls to the surgery.

A member of the group explained that they were having to wait until the beginning of January for a blood test, and Angela explained that unfortunately this was due to increased work pressures at this time. We also currently have a full-time HCSW on sick leave which has reduced the number of appointments that we have been able to offer our patients.

A query was made about diabetic clinics; Angela confirmed that all chronic disease management clinics were being held as normal. She explained that this is why we arrange booster clinics on a Saturday – so as not to further reduce clinical appointments during normal surgery hours. Weekday clinics are often staffed by non-clinical vaccinators, again so that we cause as minimal disruption as possible to our patients.

**Action Point**

Angela to confirm current position on diabetic recalls.

**Post-Meeting Note**

The Administration Team have confirmed that they are up-to-date with calling patients for their diabetic reviews.

Appointments

Angela confirmed that should a clinician need to contact a patient to discuss test and/or investigation results, then they will contact the patient directly to book an appointment. We will no longer send letters out to patients asking them to contact the surgery to book an appointment. Patients will still be asked to book appointments for blood tests as these are pre-bookable up to several months in advance.

Staffing

Unfortunately the interviews for the Practice/Treatment Room Nurse did not go ahead as planned due to staff sickness. They have been rescheduled for Wednesday 15th December 2021. We are also interviewing for a CASH (Contraception and Sexual Health) Nurse on 16th December 2021. This position is to replace Claire Taylor who leaves this month. Patients can also be directed to Spectrum for Contraception /Sexual Health services.

We are also still waiting on the completion of pre-employment checks for two Healthcare Support Workers for Secondary Care.

A member of the group requested a list of staff within the practice. It was advised that this information is readily available on the practice website.

There was also a discussion about the use of locum/agency staff within the practice.

It was also explained that clinicians have both morning and afternoon clinics. Morning clinics will usually consist predominantly of telephone consultations. If clinicians need to see patients then they will usually book them an appointment in their afternoon clinic.

There are a few illness/conditions for which reception staff can book the patient a face to face appointment with a GP without them first needing a telephone consultation. This information has been provided by the clinicians. These face to face appointments will be booked directly with Dr Sundaram.

Zero Tolerance

It was explained that practice staff are still regularly receiving verbal abuse from our patients. We do however continue to support our staff and will send out zero tolerance letters to all reported incidents.

Work Experience

We have a 17-year son young man who will be with us for three days week commencing Monday 20th December 2021 for work experience. He is hoping to become a GP. We want it to be a good experience for him; we have a varied programme for him including time with GPs, ANPs and our in-house pharmacist.

Engage Consult

A member of the group provided positive feedback after recently using Engage Consult to contact the practice. It was also explained that clinicians do have time set aside to manage the enquiries submitted via this platform, and that the workload is shared between all GPs and ANPs. There is also an enormous amount of paperwork that needs to be completed by clinicians, including referrals, insurance reports, licenses…this is all expected to be done on top of patient consultations.

Medication over the Christmas Period

It was explained that the last date for ordering repeat medication for over the Christmas and New Year period will be Monday 20th December 2021. This information has been posted on our website and on our Facebook page.

**Date of next meeting**

**Date: TBC**