**PRG MEETING – Wednesday 26th March 2025**

Present

Angela Marwood Practice Manager

Bernadette Conway Practice Manager

Eleanor Horobin Patient Representative

Sandra Pickin Patient Representative

Janet Neville Patient Representative

Rianne Norton Communications and Patient Contact Manager (minutes)

Apologies

None received.

Introductions

Angela introduced Bernadette Conway as our new Practice Manager. Bernadette explained that she had worked for 32 years in retail as a supermarket manager and has been in GP Practice for 15 years. She explained that she has worked various roles within practice management and so she understands the role as well as patients’ frustrations.

The members of the group introduced themselves to Bernadette.

Angela confirmed that her last working day will be Thursday 10th April 2025. She explained that she is on a handover week with Bernadette this week and then on leave for one week, before coming back for her final four days.

Bernadette told the group that she was really looking forward to her new role.

Angela explained that she will work with Bernadette to ensure that she has access to all of the relevant systems/portals and help get her used to how the PCN works. Angela explained that she will keep her NHS email open for a further few weeks following her last day so that nothing important is missed during the handover period.

Minutes

The minutes from the previous meeting were discussed and agreed.

Dr Kamal

Angela explained that we’d had a lovely send off for Dr Kamal and Sylvia. We arranged a vintage afternoon tea in the waiting room on a Sunday afternoon with bunting and china cups. The food was fantastic, with the catering provided by Bake n’ Butty in South Kirby. It was a wonderful afternoon celebrating Dr Kamal’s incredible career.

ICB Visits

No further information on this as yet.

Endoscopy

Linda is not here to provide us with an update re: JAG.

**Action Point**

**Linda to provide an update at the next meeting**

Jessica started with us on 17th March as our Lead Endoscopy Nurse. She is still in her induction period but has fitted well into the team.

Staffing/Vacancies

We are still advertising for an ANP – no applications as yet. NHS England have now withdrawn funding for this course which reduces the number of nurses able to complete the training. We have a locum Practice Nurse working with us at the moment – Hannah – and she is interested in doing the training, but is costs £14,000 to self-fund.

We still have 40 hours available for a practice nurse – either 1 x full time (37½ hours) or 2 x part-time. The current vacancy closed yesterday and there were 6 applications which Sam is currently reviewing. Sam has done an excellent job leading the nursing team and in getting everything up to date with Long Term Conditions – the waiting list having reduced from around 8+ weeks to just 3 weeks. The nursing team now has stability and a team that are eager and willing to learn new skills.

Covid Boosters

We are taking delivery of these vaccinations on 31st March 2025 which is 3 week’s earlier than expected. We have clinics already on the clinical system and invites have been sent out to eligible patients. Staff have also started their training. The PCN Lead Nurse is taking the lead on care homes but our staff will go out to administer the vaccines to our housebound patients.

‘Flu

Clinics are already on our clinical system in preparedness for the 2025/2026 ‘Flu campaign. All vaccines have been ordered and are scheduled for delivery in September.

**Comments & Compliments**

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| February 2025 | Greenview | Patient would like to say how amazing Kathryn was during her appointment today - she made her feel so at ease and would like to say how great she is. She also wanted to say how amazing all the reception staff are when she comes into surgery, saying we are very helpful and are always smiling. Well done Kathryn and reception! |
| February 2025 | Endoscopy | Patient just called to say a massive thank you to staff in endo yesterday for their care, she said her care was fantastic and staff were lovely. |
| February 2025 | Hemsworth | Patient would a big thank you to Sharon Fletcher for all her efforts yesterday. It was much appreciated and she get the treatment needed. |
| February 2025 | Kinsley | Patient would like to say what a lovely man Steve Agar is, sorted her out and kept her at ease. Very impressed with Steve. |
| February 2025 | Kinsley | Patient would like to say how lovely Dr Ahmed is, very caring and empathic, would love to book all future appts with Dr Ahmed. |
| February 2025 | Greenview | Patient would like to thank Steve today for making her feel so at ease in her appointment, following on to say how calm and relaxed she felt – “he's lovely and I feel I can talk to him.” Well done Steve. |
| March 2025 | Hemsworth | Above patient said Dr Adeniji was perfect . She would like to see her all the time . |
| March 2025 | Email | I’d just like to say the staff that helped me today were really nice and went out of her way and I am grateful. Thanks very much. (Received for Administration from MYHT). |
| March 2025 | Telephone Call | Patient would like to thank Dr Choudhary for his visit today; she has said, “he was very helpful and pleasant and thank you for his time today." |
| March 2025 | Hemsworth | Praise for Nicole Schofield – lovely lady and would recommend her to anyone. |
| March 2025 | Telephone call | Patient phoned to say what a lovely, lovely lady Sam Hill is – she was very kind not felt rushed and made him feel like she was treating her own father. She is a credit to the practice. Well done Sam. |
| March 2025 | Telephone call | Patient would like to thank the receptionist and Doctor that she saw yesterday. She said they were so helpful, understanding and considerate. A big well done! |
| March 2025 | Kinsley | Patient came to Kinsley reception desk and said, “I just need to tell you that the nurse I’ve just seen is bloody lovely.” And yes you are Kirsty! |

Cohens

A member of the group commented that they’d had a better experience at Cohen’s following their last couple of visits.

**Date of next meeting**

**Date: Wednesday 7th May 2025**

**Time: 10am**

**Venue: The Grange Medical Centre**