**PRG Meeting – Wednesday 12th July 2023**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Paul Stephens Patient Representative

Apologies

Chris I’Anson Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Patient survey – copy sent via email to all members on 13th June 2023.

Covid vaccines – spring booster campaign now concluded.

‘Flu campaign – first planning meeting 12th July 2023.

Comments and Compliments

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| June 2023 | Hemsworth | Patient called up to say how happy she has been with all her appointments and would recommend The Grange to her family and friends. |
| June 2023 | Hemsworth | Patient’s daughter would like to say what a wonderful helpful lady Bridget is - she was really helpful and sorted out things for her Mum. She is very grateful for all her help & Bridget is a real credit to our surgery. Well done Bridget! |
| June 2023 | Hemsworth | Patient would like to thank Dr Sundaram for what she has done - “she was off the scale brilliant” and she cannot thank her enough. She found out she had a blood clot and a broken foot. She also went above and beyond to help her granddaughter. |
| June 2023 | Hemsworth | Patient wanted to thank Kristie for helping him with his email, he said you are fantastic and thank you again - really appreciates your help. |

Practice Update

**Veteran Health Checks**

The figures are looking much better. The information that was sent out via email - in relation to the veteran checks – has been shared by a member of the group with the local veteran community in order to try and encourage veterans to engage with the practice.

In Q4 (January to March 2023) we completed 11 veteran health checks with 10 patients declining.

We have now identified 168 registered patients as being veterans.

In Q1 (April to June 2023) we completed 44 veteran health checks with 22 patients declining.

So, out of total of 168 identified patients, 87 have had some interaction with the practice, to either take up the offer of the health check, or to decline.

It was commented that some veterans do not want to be identified in this way in their medical notes.

Angela explained that she was at a Practice Manager’s meeting a few weeks’ ago and there was a discussion around the use of the term, “veteran”, as it seems to be associated more with the elderly population.

It was explained that a veteran is anyone who has completed their military training.

There was a discussion at the Practice Manager’s meeting about using the term “ex-military” or “ex-service” although it was commented that a lot of young veterans do wear the “veteran” service badge.

The presentation at the meeting was to encourage all practices within the Wakefield area to become veteran friendly or veteran accredited, and we will be actively looking into how we can achieve this accreditation within the practice.

It is estimated that there are about 8000 veterans in the Wakefield area, but only around 2000 have been identified, and we need to encourage all veterans to identify themselves so that we can provide them with the appropriate help and support that they may need – both now and in their future. The practice and the PRG group will work together to achieve this accreditation.

**Staffing**

Emma – one of our practice nurses – is leaving to join another practice, and we will be looking to replace her hours.

Elaine – one of our practice nurses is retiring. She has been working one day a week.

Rosie – a member of our cleaning team is leaving us. She joined us temporarily to cover sickness but stayed a lot longer than planned.

We have advertised for a cleaner via our Facebook page. The post will be predominantly based at Kinsley Medical Centre, but the successful applicant will be expected to be able to travel and cover shifts at Hemsworth and Greenview as and when needed.

**Summer Holiday Period**

We are well covered with locum staffing over the summer holiday period.

**Patient Survey**

The National Patient Survey was sent out to patients in January and results are usually published around July. We are hoping for an improvement in the results from last year. We have worked hard to improve our telephone system and access to appointments and we have received noticeably fewer complaints from patients regarding access.

**PCN**

As part of the PCN we are also looking, collectively, at ways to improve access for patients.

As a practice we will be completing an in-house survey for a week during August. This will be completed by the reception team and it will look at hourly slots across each day, Monday to Friday.

During each hour of each day, the receptionists will create a tally indicating the reason for the patient’s call, and to help us gauge demand at different times of the day.

At the moment we have a lot of extra capacity for nurse and phlebotomy appointments – and unsure why – so patients wanting to book these appointments do not need to be contacting the surgery at 8am. We are hoping that this information will be useful for future care/access planning.

The PCN also want us to complete an in-house survey – which we have already done.

They also want practices to ensure that their PRG group is reinstated following Covid – explained that our PRG group has, and continues to, meet regularly.

A big push at the moment by the PCN is looking at CVD (cardiovascular disease). The clinicians will be having a meeting to discuss on 12.07.2023 and then this will be discussed further during the November Target session.

Kay – PCN Business manager – came out to the surgery last week and met with Angela, Paula and Rianne. She explained that the PCN had appointed five Care Coordinators – three non-clinical and two clinical members of staff. Of the clinical members of staff, one is a registered nurse and the other an ex-paramedic.

We are awaiting to see how these roles will fit into the practice.

Kay also explained that they had recruited three pharmacy technicians. These are not pharmacists but they can help support pharmacists with their workload. Kerrie will shortly be joining us as our pharmacy technician.

They will be looked after by the pharmacists who can direct work to them. Hopefully this will free up more time for the pharmacists to take routine medication work from the GPs and ANPs, leaving them more appointments to deal with more complex cases.

**Friends and Family Test**

We have cards in the surgery for patients to complete, and the test can also be completed online via the practice website. We will also be looking at sending out links to patients for them to complete the test following an appointment. There is more of a push on advertising this to patients this year.

**One Appointment One Problem**

We are about to start promoting this campaign to patients again. Posters will be put up on all consulting room doors, and we will also look at advertising via the website and Facebook. It is about raising awareness of attending an appointment with just one problem, rather than expecting the clinician to discuss different issues/concerns in one 10-minute appointment.

**Virtual members**

A question was asked about virtual members – it was explained that none of the virtual members had engaged in any way following the recent correspondence sent out to them, and so they could still access the meeting minutes but this would be via the website. Minutes would no longer be sent to them via email.

**Date of next meeting**

**Date: Wednesday 6th September 2023**

**Time: 10am**

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