**PRG Meeting – Wednesday 14th December 2022**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Chris I’Anson Patient Representative

Apologies

Paul Stephens Patient Representative

Sandra Pickin Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Practice Update

**Covid Vaccines**

Angela explained that we are still holding Covid vaccination clinics within the practice, and appointments are being booked up quickly. We are currently using up the remainder of the vaccines we have in our fridges, as they have an expiry date of 23rd December 2022.

All vaccines are now delivered centrally to the Civic Centre PCN in Castleford. Our PCN Manager will request additional vaccines from them on our behalf.

Another large scale Covid vaccination clinic is also being planned at Churchview Medical Centre in January 2023.

**‘Flu Vaccines**

‘Flu clinics are also progressing well, with the campaign running into the early months of next year. To date we have administered well over 2000 vaccines within the practice, including drop-in clinics and appointment clinics, both during the week and at weekends.

**Tree Removal**

The last tree has now been removed, and we have a contractor in the process of soft washing all of the surgery buildings.

**Access to records**

This has been delayed yet again. We do not have a ‘go live’ date as yet, although we understand that patients will be able to view everything that has been added to their record since 1st November 2022.

**Staffing**

Angela explained that January and February can be really difficult times in primary care, with the demand for appointments. Therefore in order to try and pre-empt the expected increase in demand, we have arranged for extra locum sessions to start at the beginning of January 2023.

We are still advertising for an Endoscopy Nurse.

Olivia started as a receptionist at the beginning of November 2022.

Clair Collins has now completed her training and has qualified as a Nursing Associate.

Angela explained that we also have another member of staff – currently working on reception – who is interested in starting her TNA (Trainee Nurse Associate) training.

We will be saying goodbye to Pippa at the end of March 2023 as she is relocating to Brighton.

We have advertised for a replacement Advanced Nurse Practitioner, but there is a Partner’s meeting scheduled for early in the new year to discuss the joint ANP/Nurse Manager role and how we move forward with this. We may need to look at a different model as we fully appreciate the difficulties in combining the two roles and we are keeping our options open.

**Staff Sickness**

Angela explained that we have had a lot of staff sickness recently, but we did put a message on Facebook to advise patients that there may be longer delays in answering the telephone. We are also still having to report a daily SIT rep to Wakefield ICB informing them of staff sickness.

**Infection prevention and Control Audit**

We recently had an in-house infection prevention and control audit of the endoscopy unit and theatre suite. The endoscopy unit achieved 99% and the theatre suite achieved 97%. These are fantastic results and credit goes to Angie Deakin, one of our Healthcare Support Workers in the endoscopy team who worked incredibly hard to get the unit inspection ready.

Comments and Compliments

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| November 2022 | Telephone message | Patient rang today to say thank you for the care she has received from the practice over the last 10 weeks since her surgery. She has had several problems since her operation and she wanted to say thank you and that she couldn't fault the care she has received from us. |
| November 2022 | Greenview | The patient would like a message passed to all the receptionists, nursing team, clinicians and Doctors, in particular, Lorna, Dr Dawood and Richard Phillips, thanking us all for our speedy response to her ongoing problems and being seen f2f.  We are doing a sterling job (her words). I passed a survey to her to complete and hand back in and mentioned she could maybe add her review to our website . |
| November 2022 | Kinsley | Patient came out from seeing Kirsty today at Kinsley. She was anxious about having bloods done and she wanted to let us know that Kirst was lovely, that nothing was too much trouble and she put her mind at ease. Well done Kirsty! |
| November 2022 | Hemsworth | Patient would just like to say a huge thankyou to Neil Haigh for the excellent service she received today. She says you were “Fantastic”. Well Done Neil. |
| November 2022 | Telephone call | Patient’s wife telephoned the surgery to book an appointment for her husband and complimented the full reception staff team. She said she had previously sent an email and will send another. We are very friendly and helpful and do a brilliant job. |
| November 2022 | Email | I sent an e-mail a while ago to say what great Doctors and staff we have.  Having spoken to Diane at Hemsworth today, I think it’s time to compliment the receptionists. Diane was pleasant, friendly and respectful and a pleasure to talk to. When I have spoken to receptionists here in the past they too have been pleasant and respectful.  I think people are very quick to complain but never to compliment.  Well done to the practice in general. |
| November 2022 | Telephone | Patient has asked that her thanks are to be passed to all staff at all sites for their help & advice each and every time she calls the surgery.  She says people don’t say it enough and she always has a good rapport with us. |
| November 2022 | Hemsworth | Patient would like to pass on how lovely Dr Dawood is and how she felt like she was not rushed and was listened to. |
| November 2022 | Kinsley | Two of Pippa’s patient came out from seeing her this afternoon and said she was a really brilliant and an extremely nice lady - very helpful and caring, they wanted me to let staff know. |
| December 2022 | Hemsworth | We would like to say a big thank-you to one of your staff, Paula, for her help in getting my husband back onto SystemOnline - much appreciated. |

**Date of next meeting**

**Date: Wednesday 18th January 2023**

**Time: 10am**

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