**PRG Meeting – Wednesday 13th July 2022**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Chris I’Anson Patient Representative

Apologies

Janet Neville Patient Representative

Paul Stephens Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Practice Update

**Covid Vaccines**

We have recently been informed that autumn boosters will be available for patients in care homes, housebound, over 75s and those who are immuno-suppressed. These are the same cohorts of patients who were eligible for the spring boosters. We will try, as much as possible, to combine the booster vaccinations with the flu vaccinations.

All eligible patients will be identified via reporting systems on our clinical systems. The autumn boosters will be a combination of the Pfizer and the Moderna vaccines. The vaccinations are due to be completed by March 2023, but we are aiming to complete by December 2022.

Our Home Visiting Team are also finishing off the Spring Booster vaccines. These vaccines have mainly been for patients who have only just become eligible following their previous booster or have had to wait for the vaccine following a positive Covid diagnosis.

**Masks**

It has been agreed with the Partners that all staff will continue to wear masks in communal areas within the practice. Clinical staff will continue to wear all appropriate PPE when seeing patients.

**Car Park**

Milpark Construction visited the surgery on 12th July 2022 and will contact us with a quote to tarmac the flagged areas at both the front and the rear of the surgery.

**Enhanced Access**

The patients surveys have now closed. We have not, as yet, received any feedback from the CCG.

**Staffing**

Kirsty is now working as a Healthcare Support Worker, with a plan to start her Trainee Nursing Associate (TNA) Training at the beginning of January 2023.

We have recently had some staff off work with Covid. Those who have been well enough have been working at home, and it has had no impact at all on the service that we have been providing to our patients.

Wendy has now joined our team. Wendy is a registered nurse and will be working in our endoscopy unit, meaning that we have to rely less on agency staff. We do use the same agency staff meaning that there is continuity of care for our patients.

Ava has also joined our Secondary Care Team as an administrator.

Kristie is working as a phlebotomist alongside her role as a receptionist. We are hoping that this will increase our availability of phlebotomy appointments for our patients.

We are currently catching up with patients requiring spirometry. This service was suspended during the pandemic. We currently have around 100 patients needing an initial review and we are looking at extra hours to try and reduce the waiting times.

We are currently have a vacancy for a receptionist (16 hours) which we will be advertising shortly.

Pippa has settled in well as our new Nurse Manager/Advanced Nurse Practitioner. She has been looking at the nursing appointments and ensuring that all appointments are appropriate and we are maximising our clinic availability.

**Telephones**

We will be conducting our in-house telephone survey over the summer to see if patients have noticed any improvements in contacting the surgery since the installation of our new telephone system. Copies of the survey will be available across all three surgery sites and also on our website.

We are also in the process of having some additional software installed onto our computers which means that clinicians can dial a patient direct from their record, helping to avoid any dialling errors.

**Veterans**

We are currently undertaking some work as part of the PCN in supporting veterans registered with the practice. We do code veterans opportunistically and we also ask all new patients who register with the practice if they are a veteran. All veterans will be invited to attend for a veterans health check with one of our specially trained healthcare support workers.

**Homelessness**

Our reception team have been undergoing training in the awareness of homelessness, and patients registering with the practice without a home address. Angela and Rianne have also completed the short training session which was extremely informative and will allow us to signpost patients to the help and support that they need.

**Health and Wellbeing Coach**

Angela explained that Emilin is the Health and Wellbeing Coach assigned to our practice as part of the PCN. Emilin started with us at the end of June and will be with us for two days each week. Emilin is also a personal trainer, so will be using the gym facilities at Kinsley. We are really pleased that our patients will be able to benefit from using these gym facilities again. Information is available on our website, and patients can self-refer into this service.

**Safe Surgery**

We are in the process of registering the surgery as a “safe surgery”. All staff will be made aware of this status. Vulnerable patients may carry cards or passport style documents which detail their contact information should they become upset or distressed while outside their home. If patients feel anxious they can feel reassured that they can come into the surgery and we will contact their relatives/carers for support.

**Summer Holidays**

There will be periods of annual leave over the summer while our clinical staff take a well-earned break. We will ensure that we have locum cover as much as possible.

Comments and Compliments

|  |  |  |
| --- | --- | --- |
| June 2022 | The Grange | Patient just said how lovely, professional and friendly Kirstie Gelder was when she had just been to see her. |
| June 2022 | Greenview | Dr Nabi is absolutely fantastic. |
| June 2022 | Hemsworth | Singing Richard’s praises - how good and helpful he was with her friend’s diabetes. |
| June 2022 | Kinsley | Emma was so caring & considerate this morning. Patient’s appointment had been cancelled and receptionist was trying to explain would need to rebook him. Emma came out of her room and offered to do his appointment in 5 mins. Lovely feedback ;) |
| June 2022 | Hemsworth | Patient would like to say a big thank you to Dr Ahmed for his kindness and help - what a fantastic doctor! |

**Tree Removal**

We have had some problems with the large trees and the landowners on the other side of the fence. Due to the size of the trees they can only be removed one at a time. The first tree was removed last week, and the removal of two other tress are scheduled for August and September.

**Buildings**

Once the trees have all been removed, then we will look at tidying up the exterior of the building. We have arranged for a softwash company to clean the roofs, as well as all of the shutters and windows and the moss from the walls. This will make a big improvement to the overall presentation of the surgery building.

**Pharmacies**

Angela explained that once prescription is sent to the pharmacy it is their responsibility to dispense the medication. If that particular pharmacy has a supply issue with a medication then they should not be sending the patient back to the practice requesting that we prescribe an alternative medication, Instead, they have a responsibility to source the medication for another local pharmacy. This is a pharmacy agreement within the Wakefield area.

**Date of next meeting**

**Date: Wednesday 14th September 2022**

**Time: 10am**

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