# **PRG Meeting – Wednesday 14th September 2022**

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.

Practice Update

**Covid Vaccines**

All Autumn boosters are Moderna vaccines. We will be starting our vaccine programme with care home staff and residents. Our home visiting team are going into Springfield Grange and Hemsworth Park tomorrow to hopefully vaccinate all residents and staff. They will also be administering ‘Flu vaccines.

We have not had our ‘Flu deliveries as yet, but we have borrowed 100 vaccines from White Rose surgery so that we can vaccinate the care home staff and residents at the same time and so we do not have to make a repeat visit.

All members of staff administering the Moderna vaccines have completed additional training. These vaccines are slightly different as they do not require reconstitution and therefore we do not need a pharmacist present at the clinics to reconstitute the vaccine as we have done when administering both the Pfizer and the Oxford AstraZeneca vaccines.

We will then work through the cohorts as we have done with previous Covid vaccine programmes.

**Masks**

We find that patients are now making a choice as to whether they want to wear a mask within our surgery buildings. Upstairs in Administration, staff no longer have to wear masks when moving around from one office to another. NHS England have said that mask wearing is no longer mandatory for staff working in GP practices.

**Car Park – Hemsworth**

We are still awaiting Millpark to get back to us regarding this work.

**Enhanced Access – Patient Surveys**

We have still not received any feedback in relation to these patient surveys.

**Veterans**

Both Kirsty and Vanessa have now completed their online Veterans training – caring for current serving personnel, veterans and their families. We have 190 veterans recorded within the practice. Kirsty and Vanessa will be doing their Veterans Health Check training next week, and all veterans will then be invited to attend at the surgery for a veterans health check.

We do record veterans opportunistically, but we do also ask the question to all new patients when they complete their new patient registration forms.

We have also sent a text to all patients advising them on how they can identify themselves as a veteran within the practice.

**Safe Surgeries**

All reception staff will complete this training. 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.

**Tree Removal**

We have started removing the trees near the entrance to the building. Once these have all been removed then we will arrange for a softwash of the building.

**Pharmacies**

Lloyds Pharmacy in Hemsworth has now been taken over by Cohens.

**Staffing**

We now have staff back following the summer holiday period.

Wendy has now left the practice. She was employed as a registered nurse to work in Endoscopy. We have now readvertised the post.

We also have a vacancy for a receptionist. Previously when we used to advertise for a receptionist we could get 20, 30 or even 40 applications, sometimes having to close the advert before the closing date. When we last advertised the post we only received 2 applications. We have now readvertised the post and we have also posted the link on our Facebook page.

Pippa has settled in well into her Nurse Manager role.

Dr Dawood was initially employed with us on a 6-month locum contract with a view to potentially joining us a salaried GP. His 6 months is now coming to an end. He is on annual leave this week but Angela will be talking to him on his return.

A member of the group explained that she had heard a lot of positive feedback about Dr Ahmed.

**Flu Vaccines**

Angela explained that our ‘Flu vaccines are due for delivery on 3rd, 17th and 24th October, and we already have clinics booked. Patients can now book themselves into these clinics, either via a link sent to them by the practice, or by telephoning our reception team.

Text invites have now been sent to patients aged 65+ years. We will then work through those patients eligible for the vaccine. It makes it easier to manage the clinics as we know when the vaccines will be delivered.

‘Flu vaccines will also be administered to housebound patients.

There will be both Saturday and mid-week clinics, and a drop-in session is also planned for October. Clinics are planned at Hemsworth, Kinsley and Greenview.

If patients are eligible for a ‘flu vaccine then they do not have to wait until they receive an invite before they book their appointment, as we do not have to be as strict in following the cohorts as we do when administering the Covid vaccines. We will be having deliveries of both the over 65 and under 65 ‘Flu vaccine. Carers are also in the priority cohorts.

We can’t currently administer vaccines to anyone who is ‘well’ and aged 50-64 years, as we are unable to claim for these vaccines until after 15.10.2022. We do have to pay for the ‘Flu vaccines and we then claim payment back for each vaccine we give. Unlike Covid vaccines, we can also only give ‘Flu vaccines to patients who are registered at the surgery.

We have also been advised that midwives will be helping to administer ‘Flu vaccines to pregnant ladies.

**GP Care Wakefield**

GP Care Wakefield offers additional appointments to patients away from our surgery. Previously these additional appointments have only been available to book at either Pontefract Hospital or Trinity in Wakefield, meaning that a lot of patients are either unwilling or unable to travel to these locations.

Over the summer, Jordache, our Clinical Director has secured additional appointments at Churchview Medical Centre. These appointments are for all of our patients and are designed to support our practice, and all practices in the PCN, and not to fob patients off to be seen somewhere else.

Funding was received by the PCN as a whole, rather than being directed to individual practices, to help increase appointment availability, as it is easier to source a clinician for one site rather than many different sites all within a local geographical location. It is still, extremely difficult to source GPs.

When our reception team book appointments, they will first book appointments with locums and then offer patients appointments at Churchview as this may be more convenient for the patient. These appointments include GPs, ANPs, practice nurses and phlebotomists. This is still a trial period, and if we don’t use the appointments or show that there is a need for these appointments then we will lose them. If a patient contacts the surgery requesting a blood test and we are unable to offer them an appointment, then they may be willing to travel to Churchview to be seen that same day. This is all part of the holistic service we can offer to patients. It is really positive that we have these additional appointments available to us, and available in our area.

**Extended Hours**

We have been offering extended hours appointments to our patients – from 7.30am to 8am and also from 6.30pm to 8pm. Our core hours are from 8am to 6.30pm. We will no longer be required to provide the extended hours service as of 01.10.2022 and all appointments will be pulled into our core hours. The extended hours appointments will be offered, by the PCN, at Churchview Medical Centre.

This will be beneficial as it means we can pull all of our staff back into the core hours, and we do not have to look at either clinical or reception team staffing outside of these hours.

**Access to records**

Patients will have access to more of their medical records as of 01.11.2022. This has been delayed from summer 2021 and as a result of the increased pressures on GP services during the pandemic. If patients have online access then they will be able to see this additional information.

Patients will be unable to look back at previous information recorded in their record – only what is recorded as of 01.11.2022. Patients won’t be able to see everything as certain parameters will be set.

All patients with online access will have access to this information, but patients can opt out if they want to.

There is also a decision to be made around Gillick competence for children – when a child is allowed to make a decision about their own healthcare and their own information.

Clinicians will also have to review some records for safeguarding reasons, and to ensure that patients do not have access to any information which may not be appropriate. All third party information will also have to be redacted. Clinicians can also ‘hide’ information in the record if they feel that this is clinically justified.

This is a lot of work, but it is TARGET afternoon today and so all staff have been sent the relevant information to read through and review according to their role. This will impact on all staff – both clinical and admin staff.

There is a clinical meeting next week and so this will be reviewed and discussed further at that time.

We do expect a lot of questions and queries from patients, and staff need to be acutely aware and mindful of what information they record in a patient record. It is also important that clinical staff keep on top of any results, investigations etc., as we do not want patients to see information in their record which has yet to be discussed with a clinician.

**Appointments**

Since Pippa started in her new role, she has spent a lot of time looking at the nursing rota to try and maximise the appointments available to patients, as appointments had been lengthened during Covid.

In the last 6 weeks, the majority of 20 minute appointments have now been reduced to 10 minutes, depending on the reason for the appointment. Pippa has created a list for the reception team of how long each appointment should be for each different request, i.e. blood test, blood test with observations, dressing change, b12 injections etc. This has created more appointments. We also have Kristie working as a phlebotomist which has created additional appointments.

At our recent Clinical meeting it was decided to offer all patients face-to-face appointments with both GPs and ANPs. Again we will ensure that locum appointments are booked up first, but patients can also make a request to see a specific clinician and we will arrange this if possible.

**Action Point**

Angela to look at the most up-to-date number of telephone appointments v face-to-face appointments offered within the practice for the next meeting.

Reception staff are now offering face-to-face appointments to all patients. However, patients can still request a telephone appointment if this is more convenient for them.

We can also now book appointments in advance – up to 1 week in advance. Patients now have a choice. Reception will try and book more routine appointments in advance so that on-the-day appointments are available for more urgent concerns. We are slowly getting back into this routine which we hope will be beneficial for both patients and staff. Appointments for practice nurses, healthcare support workers and phlebotomists are available to book much further in advance.

There are definitely more appointments available now, and this will increase once the extended hours contract ends on 01.10.2022. Angela also explained that reinstating online appointments will be discussed at the Clinical Meeting next week.

We will look at arranging a patient survey in the near future to help gauge current patient feedback.

**Telephones**

Angela explained that she felt that everything with the telephones had now calmed down, and patients will become more aware that they can contact the surgery later in the day if they are wanting to book a routine appointment.

**State Funeral of Queen Elizabeth II – Monday 19th September 2022**

We have now been advised by NHS England that GP Practices will close for the state funeral of Queen Elizabeth II, to allow staff to watch the funeral coverage or to observe the day and pay their respects in their own way.

Nursing clinics and phlebotomy clinics were full, and so we will be continuing to contact these patients to re-arrange their appointments.

We have also had to return a tick sheet to Wakefield HCA (previously Wakefield CCG) confirming that we have done everything that is required in advance of the closure. Our reception team will be busy calling patients during TARGET afternoon today.

**MSK Practitioner**

We will have access to appointments with an MSK (musculo-skeletal) practitioner via the PCN. He is not a physio but he will be able to see patients who we would refer for specialist input. This will also help to save GP appointments for patients who need them.

The MSK practitioner is seeing Dr Herrero this afternoon, as Dr Herrero will be his mentor within the practice.

**New Pharmacist Rota**

There are 6 pharmacists employed with in the PCN. We will be seeing some new pharmacists within our practice, but Angela confirmed that she had not seen the new rota as yet.

**Pharmacists**

Two of our pharmacists – James and Vincent – have both successfully completed their prescribing course and are currently in the process of completing their Advanced Clinical Practitioner (ACP) training. They will then be able to see patients for certain conditions, again freeing up more GP appointments.

**Eco-fund (PCN)**

As part of the PCN our practice has been given a share of funding to go towards making the practice eco-friendlier. Our share is £23,000. Members of the group were encouraged to suggest any ideas of how we might look at using this money.

Angela explained that our priority is to replace all our current tube lighting with LED lighting. His will be eco-friendlier and much more cost-effective for the practice in the long-term. We have also been given £300 from Connexus to help towards recycling costs.

Angela explained that whilst it is a large amount of money, this can be very easily spent across our 5 buildings.

**Car Park at Greenview**

Members of the group were advised that the new parking enforcement regulations were now in place at Greenview Medical Centre, meaning that all patients and visitors to Greenview had to put their registration number into a tablet in the foyer. Those who fail to do this will receive a fine. The service is managed by an external management company. There is plenty of signage both in the car park and in the foyer making patients aware of these new parking arrangements.

A question was asked as to whether this could also be implemented at Kinsley and Hemsworth. Angela explained that there are no plans to do so in the immediate future, but it is something that may be reviewed at a later date. We will look to see how successful it is at Greenview.

Comments and Compliments

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| July 2022 | Hemsworth | Just had a lovely message from a patient when speaking to her on the telephone saying that I (Bridget) was a kind, caring and understanding receptionist and very helpful. |
| July 2022 | Hemsworth | I have just had a tell call with Lavender Way. The carer there said we are doing a great job and thank-you so much. |
| July 2022 | Hemsworth | On my last visit I was seen by an African looking doctor. I just wanted to say how impressed I was with him. He was friendly, informative and very easy to get on with, whilst being very professional. A true asset to the surgery. |
| July 2022 | Hemsworth | Patient’s mother would like to pass on how grateful she is that her son was treated quickly; she is grateful to all staff at The Grange. |
| July 2022 | Telephone | Re: Dr Bellas; “Every time I see her she is really, really nice. She never refuses to see me. She is a really nice doctor.” |
| July 2022 | Kinsley | Patient passed on that Jenny (receptionist) was very helpful and a very lovely polite young women. |
| August 2022 | Telephone | Patient praising all staff saying what an amazing job we are doing and has been really pleased with all aspects of our services. Well done everyone! |
| August 2022 | Telephone | Patient wanted to pass on how friendly you were and patient with her when sorting her problem out this morning. (Yvonne Graham) |
| August 2022 |  | Patients would like to thank everyone who was on shift at Hemsworth yesterday (15.08.2022) between 1am and 3pm. Patient had been quite ill and they saw Dr Herrero who they said was fantastic, and all reception staff who had been extremely kind & helpful towards them. She said they are very grateful and have left a thankyou card in reception for everyone to look at. |

**Health and Wellbeing Coach**

Emilin will be starting to see patients in the gym as of the end of September.

**Zero Tolerance**

We unfortunately have very small minority of patients who feel that is acceptable to be rude and abusive to our staff. We are fully supportive of our staff, and we will send out zero tolerance letters and remove patients from the practice register.

However, all patients have a right to primary care, and so these patients will then register at an alternative practice and may, at some point, return to the practice, but it is hoped that it will make them think about their behaviour.

We do now also have panic alarms installed in each consulting room, and staff are encouraged to call the police if the situation requires it.

**Positive feedback**

A member of the group commented that they had recently requested a prescription from the surgery, and they received a text just 3 hours later from their pharmacy to say that their medication was ready to collect.

**Date of next meeting**

**Date: Wednesday 2nd November 2022**

**Time: 10am**

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