**PRG Meeting – Wednesday 24th April 2024**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Chris I’Anson Patient Representative

Sandra Pickin Patient Representative

Janet Neville Patient Representative

Apologies

Eleanor Horobin Patient Representative

Paul Stephens Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Covid Spring Booster Campaign

This campaign is now underway and deliveries have been made to the PCN. We have several small clinics booked across all three sites and we also have a full Saturday clinic on 18th May in which we will hope to administer approximately 500 vaccines. It is s smaller cohort for this campaign – those 75 years and over, residents in care homes for older adults and individuals aged 6 months and over who are immunosuppressed. Our nursing staff are currently updating the training that they need in order to administer the vaccine.

Shingles Vaccines

This campaign is in progress and we are getting help in delivering the vaccines from the PCN Care Coordinators.

Cohens

We will continue to monitor patient feedback.

PATCHS

We have now set up the Family and Friends Test via PATCHS and we have received lots of positive feedback. We have created a noticeboard displaying some of this feedback and we will update it each month.

ICB Visit

This took place on 17th April 2024 and it went well. We have met all appropriate targets. Our QOF figures are down, but we are currently down on our nursing staff hours and therefore staff who can carry out long term reviews etc. but we have a plan in place to help increase our figures.

Staffing

One of our Treatment Room Nurses – Lorna – leaves us in May. We have advertised for her position and have received four applications so far.

Dr Adeniji started with us on Monday 15th April 2024. Her full clinics will start next week. She has previously worked as a hospital consultant.

Jenny (Head Cleaner) is retiring in May. It is definitely beneficial having our cleaning team directly employed by the practice.

We have two new receptionists – Amy and Courtney.

We are currently very busy as is always the case following the long Easter Bank Holiday weekend.

We have to do a “sit rep” (situation report) for the ICB every week to highlight any staffing issues or problems with our service. We always report level 1, but we have great staff who are always willing to cover, so if we do have any staffing issues then we are usually able to manage them in-house.

Pharmacy First

According to the ICB our referral figures are good. We are referring and patients are engaging with the service. We do however encounter problems if the pharmacies have locums working as they are not trained to use the service.

Car Parking

We recognise that this is an ongoing problem. There is the option to sub-contract the car parks in Hemsworth and Kinsley as we do in Upton, but certainly in Hemsworth we need to consider the endoscopy unit. Members of the group reported that they are still witnessing people parking in our car park and then walking across the road for an appointment at the dentist.

**Action Point**

Angela to discuss with the Partners about some additional signage in the car park at Hemsworth to highlight that it is only for patients.

Year End

We have come to year end (31st March) and we are now awaiting our new budgets and KPIs for the next year.

Veteran’s Survey

A member of the group asked if we could advertise the survey – yes will put up the posters and also advertise on social media. Angela also has figures in relation to the veteran health checks that we have been carrying out at the practice.

**Action Point**

Angela will share these figures at the next meeting.

Comments and Compliments

**February 2024**

**Kinsley**

Patient has just been to the front and wanted to thank Lisa very much due to her putting her daughter at ease and making her feel heard, she said she was great.

**February 2024**

**Kinsley**

Over the last three months I have been under the care of one of your GP’s Dr Ahmed at your practice in Kinsley. I just wanted to send an appreciation email as Dr Ahmed and the reception team at Kinsley have been fantastic. I am fortunate enough to work within the NHS and see daily the amazing things NHS staff do. Unfortunately, I don’t think this is highlighted enough which is why I am pleased to be able to right this email today. Whilst under the care of Dr Ahmed I have genuinely felt supported, and he is a credit to his profession and your practice. Dr Ahmed in my opinion embodies everything a GP should be in all aspects. The compassionate and professional care he delivered was fantastic and as a result I am in a much better place than I was when I first came in to see him. I hope you can pass on my thanks to both Dr Ahmed and the reception team.

**February 2024**

**Hemsworth**

Patient came into reception very tearful today. Jenny helped her and made her an appointment with Dr Johnston regarding an urgent letter that she needed. She has returned to the surgery with flowers and chocolates for both Jenny and Dr Johnston to thank them both for their quick response to her requirements.

**Feb 2024**

**F&F Test**

Country’s fault

**March 2024**

**Telephone call**

Patient’s granddaughter would like to send a special thanks to the GP that visited her granddad at home (Dr Ahmed). She says that he was lovely. He was really kind and helpful.

**March 2024**

**Email**

Hello, I am emailing to provide positive feedback following my endoscopy last week. The transition was extremely smooth and I was pleasantly greeted by all staff which was very reassuring especially going through a procedure I like this which I had not gone through before. One lady, named Tracy I believe who was in the room alongside the others completing the procedure. I would like to especially thank this individual who made the procedure so much more calming and spoke through what was happening at what point which was a huge relief. If this can be relayed to herself and your team, I would appreciate this as I think her work ethic and caring persona needs to be recognised in the workplace.

**March 2024**

**Hemsworth**

I just want to say a massive thank-you to Claire Collins and Amy Cooper for going out to take emergency and difficult bloods. Every time I have asked for their help they have always been enthusiastic and happy to help. Thanks a lot ladies.

**March 24**

**F&F Test**

Very Good - Kinsley staff are great – fantastic.

**March 24**

**F&F Test**

Great receptionist and great doctor Jayne. Good to be listened to.

**March 2024**

**Family and Friends Test**

I have a difficult to diagnose illness and communication has been poor from hospital appointments, the reception staff have really helped me get answers and team me up with Dr Ahmed and Vincent Woods to try and get to the bottom of things. Receptionists/Admin also put me at ease when I struggled on the phone because of my autism.

**March 2024**

**Endoscopy**

I attended an appointment for a colonoscopy at 8am on 08.03.2024 and I would like to pass my comments on please. I was quite nervous when I arrived but the team put me at ease. Mr Shetty was very professional but also very friendly. The nursing team were very nice and friendly. I would like to say a special thank you to Sam who has a very calming voice and manner and she kept talking to me all throughout the procedure, updating me with what was happening and reassuring me that everything was going well. Thanks to all the team.

**March 2024**

**Hemsworth**

Patient has been unwell abroad and is back home now. She wants to thank Karen, Sue and Claire for their excellent work in helping sort her insurance claim so efficiently.

**March 2024**

**Friends and Family Test**

I was to visit Dr Herrero 3rd time and again I felt like he ignored our problem. During visit he was smiling all the time. I don’t felt seriously like he wanted to help me. For next time I will avoid my visit for Dr Herrero for 100% wasted time.

**March 2024**

**Friends and Family Test**

My appointments are always late. Today 30 minutes +. Receptionist could not say why – just kept saying I’m next. Infuriating!

**March 2024**

**Family and Friends Test**

Reception very helpful after querying about Dad’s swollen face. Diane Cox checked with clinician if needed a visit.

**March 2024**

**Letter**

Dear Dr Ahmed. This is just a short note to let you know what one of your patients said about you. She said, “Oh, Dr Ahmed, he’s lovely. A really good doctor and very thorough.” I agree with her comments. Just thought you would like a little positive feedback.

**March 2024**

**Telephone call**

Patient called to thank Sharon Fletcher for being very helpful in sorting her medication out for her - very helpful and kind.

**March 2024**

**Telephone call**

Patient’s son called and was very grateful to Dr Herrero says he was excellent with his mum and really took care of her and listened. Also all the nursing team who have been looking after pt are doing a fab job. Well done everyone.

**March 2024**

**Telephone call**

The patient and her daughter have asked that it be noted how helpful Clair Collins has been recently, in every way. They said they have appreciated all that Clair has done.

**March 2024**

**Telephone call**

Patient would like to say thank-you to all staff at the surgery as she is very pleased and happy with our services, we are all always pleasant and helpful.

**April 2024**

**Family and Friends Test**

Clair Collins noticed my Mum’s breathing and made all the necessary arrangements for a GP to see her straight away. Thank-you so much.

**April 2024**

**Kinsley**

Patient came to reception and said that Joanne is absolutely amazing and that she has just made her day. She is a credit to the surgery and wish there were more like her.

**April 2024**

**Hemsworth**

Good

**April 2024**

**Hemsworth**

Patient wanted to thank all staff for everything we do for her; she is very grateful to us all for working so hard and handling all the patients we have.

**April 2024**

**Greenview**

Patient came to reception to say how fantastic Steve was today.

**Date of next meeting**

**Date: Wednesday 5th June 2024**

**Time: 10am**

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