**PRG Meeting – Wednesday 31st July**

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

Apologies

Chris I’Anson Patient Representative

Paul Stephens Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Covid Autumn Booster Campaign

We have received notification that there will be an autumn booster campaign but we haven’t received any further details as yet. We will look to try and combine these vaccines alongside our ‘Flu campaign as this worked very successfully last year.

Shingles Vaccines

This campaign is continuing to progress well.

Veterans

This is an ongoing piece of work. We will continue to send out invitations to veterans to attend for their health checks.

Staffing

We are still looking to replace Lorna as unfortunately we have been unsuccessful in appointing a new practice nurse. We had two potential candidates but neither could do the hours we required. There were further interviews last week so need to liaise with Danielle once she is back from annual leave.

Danielle is one of our Practice Nurses and she has recently taken on the role of Nurse Team Leader.

School holidays and staff annual leave over the summer can also affect our capacity for appointments, although demand does still continue to be high.

Dr Adeniji and Jayne have both settled in well.

Dr Kamal is still a Partner GP but is currently on long term sick leave. We have locum cover in place.

Endoscopy Inspection

We are currently in the process of preparing for our JAG inspection which will take place on Friday 9th August 2024. There has been a lot of time and effort gone into preparing for the visit, so we hope it goes well and we get the accreditation back.

Comments and Compliments

June 2024

**Family and Friends**

Poor – very long wait times for original appointment times.

**Family and Friends**

Very poor.

**Family and Friends**

Would like radio on in waiting room – more relaxing. NB. 8 fish in tank, only 7 names.

Gardeners

Sonia emailed S&D and it was acknowledged by members of the group that the car park area did look tidier following their most recent visit. The gardeners are contracted from April to October. We will keep reminding them of the work that they are expected to carry out during each visit.

Telephone Update

We need to ensure that our telephone service meets national criteria. We upgraded our system a few years ago and we now run a cloud-based system. NHSE are providing funding so that we can also implement a call-back facility as this is now a national requirement. When we initially upgraded our system we did look at this function but it didn’t seem appropriate for our service, but we have been assured by our telecoms provider that this new function won’t affect our current system and it should be up and running by the end of August.

Baby Immunisations

A question was asked about parents declining baby immunisations. Angela explained that all parents are invited to attend with their baby/child for the appropriate age-related vaccinations, but that, yes, some do decline. She explained that Danielle has also telephoned parents so that she can answer any questions and provide reassurances about the vaccines. The parents then sometimes agree to book an appointment but will still DNA.

Angela wished everyone a lovely summer break.

**Date of next meeting**

**Date: Wednesday 25th September 2024**

**Time: 10am**

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