**PRG Meeting – Wednesday 4th December 2024**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Chris I’Anson Patient Representative

Sandra Pickin Patient Representative

Apologies

None received.

Introductions

Angela introduced Linda – Secondary Care Lead – to the group.

Linda explained that she would be attending all meetings and would be available to answer any questions in relation to the secondary care (endoscopy) service. She also offered to take the group on a tour of the endoscopy suite when there was no list in progress.

Angela further explained that involvement with our PRG group had been identified during the recent JAG assessment and so Dr Herrero has suggested that Linda attend our meetings.

A member of the group expressed their previous positive experience when attending the unit.

Minutes

The minutes from the previous meeting were discussed and agreed.

‘Flu and Covid Campaign

We have until March 2025 to administer the remainder of the ‘Flu vaccinations but we have made excellent progress. We have had help from the PCN staff to administer Covid vaccinations to the care homes and housebound patients.

We have been administering the Covid vaccinations as and when we have been provided with stock from the PCN. These vaccines are all delivered centrally and then distributed to the practices within the PCN.

A member of the group asked if we were able to charge patients for their ‘Flu/Covid vaccine if they are not in the eligible cohorts. It was explained that there are some patients who are not eligible for a vaccine under the government protocol but would like a vaccine and they are not always available at the pharmacy. Unsure as to whether we would be permitted to do this.

Our ‘Flu order has now been submitted for the 2025/2026 campaign – both for under 65 and over 65, although one strain of the virus is not now found in the community and so has been removed from the vaccine making it a trivalent vaccine.

RSV Vaccine

This campaign is being managed by Claire, our Office Manager, and we have now started administering the vaccines to eligible patients.

Staffing

Sam Hill joined us on 30th September as a full-time practice nurse. Sam is incredibly proactive and knowledgeable and, as we had recently lost Danielle as Team Leader, Sam has taken on the Team Leader role.

Kathryn (Treatment Room Nurse) started with us on 18th November 2024. She will be completing her diabetes course so that she is able to conduct Long Term Condition reviews.

We also have Joseph starting as a Treatment Room Nurse on 30th December 2024.

Nicole and Jane have now both moved across from secondary care to work as Healthcare Support Workers.

The nursing team is now almost back to full capacity. We still have 20-25 hours left to fill, and these hours are currently being filled by agency staff – Eunice, Mildred and Hannah.

Endoscopy Inspection

This piece of work is still ongoing. We have to submit our action plan to JAG by 9th December 2024. We then have a virtual meeting scheduled for 18th December 2024 before we will need to upload our evidence for the final assessment.

We are also currently recruiting for an Endoscopy Lead Nurse – again following a recommendation from JAG.

Cohens Pharmacy

Members of the group reported ongoing problems with Cohens and the length of time they require to dispense prescriptions.

Infection Prevention and Control Inspection

We have recently had our Infection Prevention and Control inspection for both the main threes sites and Endoscopy and Theatre. We are just awaiting the reports.

Water Tank

Angela advised that we have recently had to replace the water tank in the endoscopy unit as it was leaking. All water is fed from the main therapy unit and so the water tank and pump is needed to ensure appropriate water pressure levels within the unit for washing scopes etc.

Angela

Angela explained that she is currently getting things in order and up to date prior to her retirement and a handover to the new Practice Manager. Angela confirmed that we are still in the process of recruiting the new Practice Manger and no appointment has been made as yet.

Linda

Linda advised that the endoscopy unit had now reverted back to pre-covid procedures. During Covid, the waiting area had been converted into the admissions room, but this has now reverted back to a waiting area for patients and their relatives/carers. This was as a result of comments made by the assessors during the JAG inspection.

Comments and Compliments

September 2024

**Thank-you Card**

Dear Dr Ahmed. I am the daughter of one of your patients who we sadly lost this week. I just wanted to say thank-you for the care and compassion you have given to my Mum (and Dad) right through her illness. She was very lucky to have you as her GP and I know it eased her worries knowing that she had you alongside her supporting every step of the way. On behalf of myself and all the family we will be extremely grateful to you. Thankyou.

October 2024

**Hemsworth**

Patient rang to say a massive thank you to Kerrie for putting her down for a call from Dr Choudhary and Dr Choudhary for being so nice and understanding. She said I bet you don’t get many thankyou’s so I just wanted to say it.

**Hemsworth**

Patient wanted to give lots of praise to Kirsty saying what a fabulous nurse and a member of our team and wanted me to pass this on. Well done Kirsty.

**Kinsley**

I had an appointment with the phlebotomist this morning. Wish I had asked her name. I hate giving blood but she was understanding and brilliant. Totally in the right job. Made me feel so much better and I’d like her to know how good I think she is (Joanne Hudson).

**Greenview**

Patient would like to thank Steve Agar and says he is a wonderful clinician.

**Kinsley**

Patient came into Kinsley this morning wanting to pass on praise for Dr Choudhary.

**Telephone**

Patient telephoned the surgery wanting to pass on praise for Dr Choudhary.

**Greenview**

Patient has just seen Dr Roland. Both herself and her husband would like everyone to know what a fantastic GP he is and how he has taken the time to listen to the patient and feels reassured and confident after her appointment. Well Done Dr Roland.

**Family and Friends**

Very Poor – Waiting a very long time to be seen. Nowhere to sit. Waiting room full to brim and had to stand outside reception.

**Hemsworth**

Patient has just come to reception to say how good Samantha was - she said she didn't feel a thing and hope she is here next time she comes. Well done Samantha.

**NHS Website**

Timely, helpful and efficient service. I made an appointment from Hemsworth and was seen the same day at Greenview. My appointment was on time (early even!) and the doctor that helped with my issue listened carefully and provided me with options to choose from to solve the issue. The necessary medication was prescribed, along with the booking for a follow up appointment. My worries have been eased and I know what the plan is going forward. GP service at its best, thank you very much.

**Family and Friends**

Why are you displaying the same 6 pieces of feedback over all of the surgeries. They are either the only 6 you can find or the rest of the feedback is very damning indeed. I'm confident this won't be taken notice of. Not as truthful as you like to make out. "

November 2024

**Kinsley**

Patient has been to the front desk and asked if I can pass on a message and say how lovely and great Dr Ahmed was in her appointment today. Well done Dr Ahmed.

**Greenview (Family and Friends)**

Very good - Brilliant locum doctor.

**Endoscopy**

I came for an endoscopy on 15.11.2024. I would like to say thank-you to the staff who were there with me. I'm sorry I don’t recall all their names - one nurse was called Paula. They were all lovely and put me at ease. Paula helped me get through the sedation as I am a nervous patient. Please thank them all for me and tell them how grateful I was for the support and understanding given to me that day.

**Kinsley**

Patient wanted to say what a fantastic nurse Joanne is – well done Joanne.

Positive Feedback

A member of the group wanted to pass on some positive feedback following two recent interactions with the surgery:

The first was that they attended for an asthma review and needed a ‘Flu vaccine, and so the nurse administered the vaccine during the appointment.

Another was waiting 35 minutes for a consultation with Dr Herrero; however, there was a whiteboard up explaining that he was running late and so patients were informed and could then make a decision.

NI Increase

A member of the group asking about the implications of the upcoming National Insurance increase for businesses. Angela confirmed that that the increase would not be covered by the funding available.

DNA’s

A member of the group asked if there was anything we could do as a practice to reduce the number of DNAs each month. It was explained that we do send reminder texts to patients. Rianne also detailed the DNA Policy.

It was explained that we state the number of missed appointments – also converted into hours – onto Facebook each month.

A member of the group suggested that we also include the cost implications of missing these appointments.

Angela wished everyone a very Merry Christmas.

**Date of next meeting**

**Date: Wednesday 22nd January 2024**

**Time: 10am**

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