**PRG MEETING – Wednesday 12th February 2025**

Present

Rianne Norton Communications and Patient Contact Manager

Eleanor Horobin Patient Representative

Sandra Pickin Patient Representative

Janet Neville Patient Representative

Paula Bentham Rota Manager (Minutes)

Apologies

Angela Marwood Practice Manager

Linda Davis Secondary Care Manager

Chris I’Anson Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Dr Kamal

The group were informed of Dr Kamal’s retirement as of 31st December 2024. It was also discussed that we had arranged a gathering for him at the beginning of March to thank him for his many years of service within the practice.

ICB Visits

The Practice has been informed there will be an ICB visit at some point over the forthcoming year. More details will be shared as and when we receive them.

Target

It was explained that the April TARGET date has been moved to August (usually there are no TARGET training days in August or December due to increased levels of annual leave) as it coincided with the Easter Bank Holidays which would reduce capacity even more.

Practice Nurse

Rianne informed the group that Sam has taken on the responsibility of Nurse Team Leader. Sam has also expressed an interested in the Practice taking on Student Nurses and she will investigate this further and liaise with Angela and the partners.

JAG

Jag is still ongoing. The final action plan and all relevant paperwork was submitted on 9th February 2025. The next stage is a Teams meeting with JAG on 19th February. JAG have until April to liaise with us should they need further information.

Endoscopy Staff

Rianne informed the group that there will be a new directly employed Endoscopy Lead Nurse starting with us on 17th March 2025.

We also have another directly employed endoscopy nurse – Mohammed – who started with us on 27th January 2025. We are also looking at employing a third nurse within the unit. This will meet the requirements set out by JAG.

Cleaner Update

Rianne updated the group on the cleaner situation and the problems we have had trying to recruit a suitable candidate. The advert has been readvertised on Facebook and we are now conducting pre-employment checks.

ANP

We still have the position of Advance Nurse Practitioner advertised, but we have had no applicants at present.

New Practice Manager

Angela will introduce the New Practice Manager at the next meeting 26th March 2025.

Covid Spring boosters

Spring Covid boosters will only be given to 75 and overs.

**Comments & Compliments**

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| November 2024 | Kinsley | Patient wants to let everyone know how caring, lovely, and very thorough Dr Ahmed was; she was very happy with her consultation.  |
| December 2024 | Endoscopy | Patient came to us on 29.11.2024 and he just wants to send a big thank-you to all the team. |
| December 2024 | Hemsworth | 35 minutes late for the appointment with a 9-month-old child. 9am appointment and not been seen as of yet. Dr Herrero. |
| January 2025 | Hemsworth | Patient says she cannot thank you enough –Steve Agar and Sam Hill – for the amazing way she was treated this morning and the fastness of her transfer from Steve to Sam and from Sam to the ambulance crew. She couldn't have had any better treatment anywhere. |
| January 2025 | Greenview | Patient would like to let everyone know what a brilliant clinician Steve is. |
| January 2025 | Greenview | Patient came to reception to say how lovely Joseph was during his appointment today and would like everyone to know how he made him feel comfortable and relaxed while having his appointment. Well done, Joseph. |
| January 2025 | Family and Friends | Had an appointment on Wednesday 15th January 2025. I arrived at 10:15 my appointment was at 10:30. I sat and waited for an hour. I was not called into any room. I couldn't wait any longer due to another appointment I had. There was no notice up of anyone running late or any information available to say what was going on. |
| February 2025 | Greenview | Would like to pass on her appreciation and that Dr Sundaram is marvellous and had lots of time and patience when seeing her daughter today in Upton. |

**Date of next meeting**

**Date: Wednesday 26th March**

**Time: 10am**

**Venue: The Grange Medical Centre**