**PRG Meeting – Wednesday 19th June 2024**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Janet Neville Patient Representative

Apologies

Sandra Pickin Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

Covid Spring Booster Campaign

This campaign ends on 30th June. We have about 30 housebound patients still to do. Some are in hospital and it also depends on the availability of the vaccine, but we are hoping to get everyone vaccinated.

Shingles Vaccines

This campaign is in progress and we are starting to administer the second vaccines now.

Lung Health Assessments

A member of the group asked if we carried out these assessments in the practice. Angela explained that they are carried out as part of the Long Term Condition Reviews. She explained that we were involved in a 6-month project before the pandemic in which a specific cohort of patients were invited for assessments.

Veterans

We have 140 veterans on our patient register

90 of these patients have declined the veterans’ health check

50 veterans have attend for their health check

When patients register with us we ask if they are a veteran. Periodically, admin will also send out messages to patients to ask if they are a veteran so that we can ensure our records are up to date. Once a patient has been recorded as a veteran then they will be invited for a health check.

Staffing

We are still looking to replace Lorna as unfortunately we have been unsuccessful in appointing a new practice nurse. We are looking at between 22 and 27 hours per week.

In the interim we have an agency practice nurse working with us one day a week. She can also carry out Long Term Conditions which is helping to manage our diabetic reviews.

A member of the group asked what hours the cleaners work. Angela explained that they work evenings but the hours vary.

Endoscopy Inspection

We are currently in the process of preparing for the inspection which will be in August 2024.

Comments and Compliments

April 2024

**Family and Friends**

Nurse Joanne is absolutely amazing! I was quite upset and she took time to comfort me beyond what she needed to do (bloods). I am so grateful to her – she made my day. Wish there were more like her she is a credit to your surgery and nursing.

**Family and Friends**

Very Good. I have always managed to get an appointment easily when needed and have never had any reasons for complaint. I’ve been with this surgery for years since it opened under Dr Tanna and have always been treated with respect and dealt with sufficiently.

**Hemsworth**

Dr Johnston well done you have the magic touch today, pt came and was well impressed, says she feels wonderful & much better already, like a magician.

**Kinsley**

Patient wants everyone to know that Lisa was very helpful in Kinsley sorting out her medications for her. She is a worrier and really appreciated the reassurance.

**Hemsworth**

A Lady called to say thank you to Dr Johnston for this morning for helping her with her problem. she says he was very understanding and helpful

May 2024

**Hemsworth**

Patient been to front and wanted to say how amazing Jayne Robson is – says she couldn't have asked for any more and it’s the first time in 10 years she has felt human again.

**Hemsworth**

Patient and husband have very positive feedback for Dr Ahmed - full of praise.

**Family and Friends**

I would like to express how grateful I am to Jayne Robson. I’ve had ecoli and urine infections for over ten years. Jayne has given me support and treatment and given me my life back. I cannot thank her enough.

**Family and Friends**

The staff at Kinsley Medical Centre are so friendly, polite and welcoming. But the parking is terrible, the disabled bays need repainting, and notices, “this car park is for medical centre.” Sat 15 minutes waiting for a space due to school run.

**Endoscopy**

Thank-you card

Thank-you Mr Shetty and your team who gave me a colonoscopy on Sunday 12th May at 11.20am. How kind, gentle and reassuring you all were. Please never change it really helps – you are all very special people.

**Hemsworth**

Patient is full of praise for Clair Collins. He says Clair is really good in all aspects and helped him a lot. Very happy with her care. Well done Clair.

**Friends and Family**

Poor – create more appointments.

**Friends and Family**

Very good – quick, efficient service. Friendly reception staff. Appointment prompt – very good overall.

**Comments and Compliments Slip**

Just a polite note: More than one exclamation mark is classed as SHOUTING. This is frustrating. Just make the word immediately extra-large.

**Friends and Family**

Very good – quick, efficient service. Friendly reception staff. Appointment prompt – very good overall.

**Comments and Compliments Slip**

Always a relaxed and friendly place. Doctors seen to date have great listening skills and are very helpful.

**Friends and Family**

Very good GP. Help every day.

Gardeners

Members of the group raised questions about the current state of the outside space/car park. Says it is looking overgrown and there is debris in the car park.

Angela explained that we have been using the same services for the last 30 years. They come once a month but don’t tell us when they are coming. This may not be enough. We also need to keep a check on them while they are here to make sure that they are keeping up with the work that they are doing.

**Action Point**

Angela will contact the company.

**Date of next meeting**

**Date: Wednesday 31st July 2024**

**Time: 10am**

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