**PRG Meeting – Wednesday 2nd October**

Present

Angela Marwood Practice Manager

Rianne Norton Communications and Patient Contact Manager (minutes)

Eleanor Horobin Patient Representative

Chris I’Anson Patient Representative

Apologies

Paul Stephens Patient Representative

Janet Neville Patient Representative

Sandra Pickin Patient Representative

Minutes

The minutes from the previous meeting were discussed and agreed.

‘Flu and Covid Campaign

Our first and second delivery of ‘Flu vaccines have arrived. We have a clinic booked for Saturday 5th October and other smaller clinics within core hours. All appointments for Saturday’s clinic have been booked. Patients have been booked for ‘Flu appointments and Covid vaccinations will be given ad hoc. We can’t start giving the vaccines until 5th October – if we administer them before that date then we do not receive payment. A member of the group asked about the eligibility criteria for ‘Flu vaccines this year.

**Post-Meeting Note**

As per the NHS Website – <https://www.nhs.uk/vaccinations/flu-vaccine/> - the following are eligible for a vaccine:

* Aged 65 or over (including those who will be 65 by 31 March 2025)
* Have certain long-term health conditions
* Are pregnant
* Live in a care home
* Are the main carer for an older or disabled person, or receive a carer's allowance
* Live with someone who has a weakened immune system

A member of the group asked about the name of the Covid vaccine we had had delivered.

**Post-Meeting Note**

The vaccine is: Pfizer BioNTech Comirnaty

Staff are currently on with completing this updated training.

Shingles Vaccines

This campaign is continuing to progress well.

RSV Vaccine

We have a new RSV vaccine. This campaign is being managed by Claire, our Office Manager and vaccines will be administered from October 2024.

**Post-Meeting Note**

The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79 years.

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 have advertised for 3 x practice nurses/treatment room nurses.

A practice nurse will be able to perform smears, cytology, Long Term Conditions etc. A treatment room nurse will carry out dressing changes, blood pressures, bloods etc.

We have had lots of applicants – many of which currently work in secondary care, but unfortunately they haven’t got the skills required to up and running in the practice and so we are still recruiting.

Angela and Danielle interviewed 16 applicants over two days for the practice nurse, treatment room nurse and HCSW positions.

We have also advertised for another ANP. This advert has been out three times now but we have now had one application.

Sam Hill joined us on 30th September as a full-time practice nurse.

We have in the process of completing the pre-employment checks for a treatment room nurse who will be starting with us in November.

Clair Collins, Danielle Davies, Amy Cooper and Leigh Abbott-Smith are all leaving the practice.

Danielle is leaving to pursue a career in health visiting. She is leaving in November.

We also have two HCSW’s currently working in Endoscopy who are moving across to work in Primary Care.

It has provided an opportunity to look at the skill mix with the nursing team and to encourage staff development.

Dr Kamal is still on long term sick leave and we have locum cover in place.

Endoscopy Inspection

We had our endoscopy JAG inspection on 9th August and we are delighted to have regained our accreditation. The assessors were very pleased with the unit and the service we provide. There are some recommendations that we need to put in place within the next 6 months. One of the recommendations was to change the admissions room back to a waiting room, so patients will now be admitted in the consulting room. Dr Herrero is currently working with the secondary care team to implement these recommendations. Another of the recommendations was to have a registered nurse to oversee the triage process.

Comments and Compliments

August 2024

**Hemsworth**

Patient arrived with his daughter to see the Dermatology consultant. Patient needed a wheelchair which we provided for them. As she was leaving she wanted all to know how friendly we all are. She said the atmosphere in the surgery is very pleasant and everyone she has spoken with have been so obliging.

**Hemsworth**

I would like to appreciate the care, support, compassion and dedication I received from the doctor on 11.07.2024. The professionalism and patience was superb. Thank-you.

**Family and Friends**

Very good. Nurse was lovely, really reassuring and kind. Thank-you.

September 2024

**Thank-You Card**

Dear Karen (Street). We would like to thank you very much for all your help and understanding. Please accept a small gift as a token of our appreciation (Lindor chocolates).

**Endoscopy**

Patient wanted to pass on that from being booked in to having his procedure the administration team gave him time and patience in arranging an appointment to suit him. The procedure went really well on the day and the staff in the unit were polite and caring and treated him with dignity and respect at all times.

**Telephone Call**

Patient rang to say Jayne had been kind, caring and professional.

**Thank-You Card**

Dear all staff at The Grange. Thank you for having me for the week. I have learnt so much and I am really grateful for your care, guidance and teaching – Joel (work experience student).

**Endoscopy**

Patient wanted to pass on how wonderful all the staff were that working in endoscopy suite yesterday (25.09.2.24)

Gardeners

The gardeners are coming to the end of their contract in October, and we will instead just ask them to do regular clean ups as the leaves will start falling, but the ground is looking better.

Telephone Update

NHSE require every practice to have a cloud-based telephony system. We are just missing the call-back facility. We have a date booked in October for these changes to be made.

PATCHS

A member of the group provided positive feedback after using the PATCHS service. The clinical team are given dedicated time to manage PATCHS requests.

Car Park at Greenview

The car park is managed by Creative Car Parks. The practice does not receive any money from any fines that may be generated.

Cohen’s Pharmacy

A member of the group stated that there were losing 77 hours of staffing at the pharmacy, and they are still insisting on having a 7-day turnaround to dispense prescriptions.

Prescriptions

Angela confirmed that if a patient requests an acute prescription, then this request will need to go to a clinician (either a GP or ANP) to be authorised.

Retirement

After a question from a member of the group, Angela confirmed that she will be retiring shortly, but she confirmed that she would continue in her role until a suitable replacement was appointed.

**Date of next meeting**

**Date: Wednesday 13th November 2024**

**Time: 10am**

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