

PRG Meeting 15th November 5.30pm

Present: Carly Griffin, Ann Ray, Chris Jackson, Carol Spinks, Mary Friend, Anne Willoughby and Susan Hammerton

Apologies: Phillip Steadman

1. Awareness day feedback from 11/08/17

Carly informed the PRG that a total of £120.32p in total was raised. We received a lot of positive feedback from this event and will organise another one for August 2018 on a Friday again. We will together decide what to do with the money raised over the coming months with the Nurse Manager Janine Grew

2. Flu clinics

Thank you very much to the PRG for helping run this year's flu clinic's. With their help we managed to complete our surveys on time and also promote the PRG with people waiting for their flu jab. We also had positive feedback from the Cancer Screening Awareness Nurse who also attended to promote the bowel screening. We will invite her again to next years.

3. 2017/18 PRG survey results and action plan

It was decided that following this year's annual survey, the points raised for improvement were:

- Question 17 regarding the Dennis Ray Privacy Room, only 72 out of 100 people said they knew about the privacy room. We decided to do a slide for the TV informing patients about the privacy room and that they are more than welcome to use it if they want some privacy while in the surgery
- To continue to advertise the online services on the TV, notice boards and PRG newsletters to try and improve

the figures for patients who currently use this system to order medication and make GP appointments. We also will look into having additional admin support from a member of staff from another Umbrella Medical Surgery to come to Mossley Surgery for a full day in January and spend the day signing people up for online services. Carly will arrange this in the New Year. This was following the results of Q12 and 13

- For Q 9, 9 patients answered that they were not offered a chaperone when being examined by a GP. Carly will add a slide on to the TV in the waiting room to include that people are entitled to a chaperone. We will also remind all GP's at the next education meeting to offer chaperones to all patients who require an examination
- For Q 23, only 59 out of 100 people knew the surgery had a PRG. We need to continue to promote the PRG. We now have a suggestion box which the PRG review at each meeting. Carly to also update the notice board and TV in the waiting room to include more information regarding the PRG. Carly will also design some information slips for on reception advertising the PRG and will also send some text messages to patients advertising the PRG
- For Q 21, 60 out of 100 people knew the surgery had a Facebook page. This is to be advertised more on the TV and also Carly to send texts out advertising Facebook

4. 2017/18 prescribing incentive scheme

Following new guidance set by Walsall CCG, it was decided that where possible the GP's would stop prescribing Paracetamol, Ibuprofen and Vitamin D medication for acute illnesses. This will be in the next newsletter for all patients. Carly called Davinder at Mossley Chemist just for an idea on how much these items cost. Paracetamol pack 32 is 60p, ibuprofen 200mg pack of 48 is £2.29, 400mg pack of 48 is £3.99 and Vitamin D pack of 30 is £3.99

5. Christmas opening

The surgery will be closed on Monday 25th December, Tuesday 26th December and Monday 1st January for Bank Holiday. This will be in the next newsletter

6. Newsletter number 8

Ideas for the next newsletter to include: Christmas opening, keeping well this winter, online services, the prescribing incentive scheme update, the survey results, Facebook and Twitter, patients keeping records up to date and wishing all a merry Christmas

7. 301 fund

The PRG's application to the 301 fund has been declined. Carol will look in to this and feed some information back at the next meeting

8. GP appointments for December

Due to the increasing demand for on the day urgent appointments in the winter, it was decided by the Surgery that for the month of December, there would be an increase in on the day bookable ADULT appointments from 3 to 6 in a morning and from 3 to 4 on an evening per GP per day. Hopefully this will help with current demand.

Next meeting TBA

Thank you to all PRG members for all your support this year. We wish all of you a very merry Christmas and a happy new year!

