

PRG Meeting 24/05/17 Minutes

Present: Ann Ray, Carly Griffin, Susan Hammerton, Mary Friend, Carol Spinks, Christopher Jackson and Phil Steadman.

Absent: Anne Willoughby

1. CQC result

As the PRG know, Mossley Fields Surgery has received an outstanding rating by the CQC following January's inspection. This is something we are very proud of as it is very difficult to achieve an outstanding rating. Well done to everyone involved and thank you to the PRG for their ongoing support. Umbrella Medical now has 2 outstanding practices. This is something that hopefully will help in the long run with recruiting staff.

2. New appointment system

Carly informed the PRG that from May 17, the routine GP appointments are now 15 minutes long rather than 10 minutes long. This is to help improve patient care by giving GP's longer to deal with routine, complex patient needs. We will still have emergency appointments with GP's on offer at 10 minutes long, however, the amount of emergency appointment we now have with a GP has reduced. In place of this, our advanced nurses have emergency appointments on offer most days so emergencies are being dealt with by them rather than a GP. It is still in its trial period so this system will need time to settle in. Hopefully in the long run, this will work well and benefit the patients.

3. GP update

In June we welcome Dr Gunpath to the team. He will be a full time regular GP based at Mossley Fields Surgery. This will help with appointments and continuity of care for patients.

4. New Nurse Prescribers

We have 2 new Nurse prescribers now working for Umbrella Medical. Anita and Ally will mainly be based at other surgeries however, when we have annual leave periods, they will be available to cover.

5. Newsletter no 5

It was decided to add to the next newsletter:

- New appointment system for GP's
- Pharmacist and Nurse Prescriber information
- Saturday clinics
- Introducing our new Doctor
- CQC result
- Online services
- Facebook and twitter
- Asking patients to keep their records up to date

6. A.O.B

- Ann emptied the suggestion box and discussed the 2 suggestions that were made. One was asking for more on the TV and one was asking for toys for children in the waiting room. The surgery staff welcome ideas for notices and the TV at the Surgery. Ann mentioned having some more information regarding Sepsis in the waiting room. Ellen, the Surgery HCA will be doing a notice board on Sepsis over the next few weeks and will request some leaflets for the reception desk. Due to infection control risks, the surgery is unable to have toys and books in the waiting room.
- Mary requested a clock be put up in the waiting room. Carly has a clock for the waiting room. Carly will arrange for it to be put up as soon as she can.
- Phil informed the group of The Mossley 101 Fund. This is a £2500 grant available to certain groups. Phil is going to meet with his contact there over the next few weeks and

enquire about this money and feed back to the PRG at the next meeting. He also mentioned about the Mossley Matters leaflet that is delivered all over the estate. Phil has mentioned that we may be able to have a section of the leaflet for the surgery. We will discuss at the next meeting the working etc, once Phil has some more information

- It was decided that we would organise another awareness event at the surgery. Due to the agencies we would like to be involved unable to allocate us time on a weekend, it was decided that we hold the next awareness day on a week day in August around 12:00 – 2:00. Date TBC. (possibly a Thursday). Carly will get in touch with agencies such as Carers, Health Watch, Learning Disabilities coordinator and cancer screening awareness teams. Carly will also look in to if there are any health promotion and healthy eating services available for children. Carly will do some research and feed back to the PRG.

Thank you all for your ongoing support

Carly