

Minutes of the PRG Meeting 25/04/18 at 5.30pm

Present: Ann Ray, Carol Spinks, Mary Friend,
Susan Hammerton, Phillip Steadman and Carly
Griffin

Apologies: Anne Willoughby

1. GP update

For those not aware, Dr Stedall will be leaving us for 6 months from Wednesday 2nd May to commence her maternity leave. We all wish Dr Stedall well and many congratulations. Carly will inform patients of any baby news over the coming weeks.

In April we also sadly said goodbye to Dr Gunpath who has left us for a partnership. We were all very sad to see him go.

There are adverts out for new GP's and we do have some GP Partners for Umbrella (Dr's Denihan, Hobson and Sood) who will be helping cover some sessions at Mossley. We will also have Dr Lee 4 days a week and Dr Shah 3 days a week until Dr Stedall's return.

1. Urgent access HUB's in Walsall

Carly informed the PRG that there are 3 urgent GP HUB's that have been set up to help with the demand of appointments from GP surgery's at the moment. These

are based at Pinfold Health Centre, Darlaston Health Centre and Broadway Health Centre. They have appointments Monday – Friday 6:30pm – 9:00pm, Weekends 10:00am – 3:00pm and bank holiday's 11:00am – 1:00pm. These are not walk in clinics, they are appointment only. You call 01922 501999 from 8am to make an appointment. This service is excellent but still not being used to 100% capacity. It is being advertised as much as possible.

2. Nurse update

Carly informed the PRG that we have a new Practice Nurse Lisa who will be working here 2 days per week. We also have a new Advanced Nurse Prescriber starting next week called Deborah Lloyd who will be here two days per week. In June we also have a new Paediatric Advanced Nurse Prescriber who will be joining Umbrella Medical who can see children.

3. Out of area registration

Carly informed the PRG that we are currently inviting all out of area patients to register as an out of area patient. These patients will not be eligible for a home visit therefore; people with complex needs or who are housebound are now required to register with a GP in their area so they can receive the best possible care.

4. Proposal for new emergency appointment booking system

Currently the surgery releases emergency appointments at 8am and 1pm. Due to patient safety and patient's frustration it was decided to see if all staff and PRG's agreed to trial a new system by where all emergency appointments for the day are released at 8am. All staff thought this was a good idea and the PRG's agreed. We

will advertise this in the waiting rooms, on the telephone message and in the next PRG newsletter and start it from 1st June. Carly will feed back any issues at the next PRG meeting.

5. Newsletter number 9

To be added:

- HUB information
- New emergency appointment booking times
- Dr Stedall's maternity leave
- Dr Gunpath's departure
- Leave on from the last newsletter: Pharmacist and Advanced Nurse information, online services, Facebook and Twitter, keeping your details up to date and the prescribing incentive scheme information

6. Any other business

The PRG would like to re-apply for the 301 fund. Carly will assist in any way she can with this. PRG will get new forms and bring to the next meeting

Carly showed the PRG the layout of the appointment system so they had an idea of how it worked in terms of emergency appointments. This is so when patients ask them about the system they can answer them and explain why they go so quickly

Next meeting TBA