

## Patient Representative Group Minutes

Meeting Monday 26<sup>th</sup> November 2018 at 5.00pm

Present: Carly Sutton, Sam Hardwick, Ann Ray and Sue Hammerton

Absent: Carol Spinks , Philip Steadman, May Friend

Apologies: Ann Willoughby

### **1. Welcome Sam Hardwick**

Carly introduced Sam Hardwick to the group as the new Locality Manager for Mossley Fields Surgery. Any queries, questions, concerns etc to be brought to the attention of Sam from now on although Carly will still be with Umbrella until Jan/Feb working across the sites. Sam looks forward to working with the PRG.

### **2. GP Update**

Carly advised the group that Dr Stedall is still on maternity leave and her leave may continue a little longer than originally planned. Appointments for Dr Lee are a little longer however the turnaround time for an appointment is approximately one week for Dr Lee which is still very good.

Dr Hobson is on paternity leave and will return in December for a couple of sessions as and when needed at Mossley.

### **3. Urgent access HUB's in Walsall**

Carly advised that the HUB service for urgent appointments is still to continue. There has also been a new venue added at Portland Medical Centre in Aldridge. This is as well as the service that is continuing at Darlaston, Broadway and Pinfold.

### **4. Flu Clinics**

Carly thanked the group for coming in to help with the flu clinics. Mossley have done exceptionally well with flu target this year and have already hit a few top targets with just a small number of patients still to have the flu jab.

### **5. Annual PRG survey results and action plan**

The action points that have arisen from the survey were:

- Online services- It was agreed to push this service more to patients. Carly has done quite a lot of work on this when doing flu clinics however we are still not at our 20% target so need to continue to push this forward. Sam will take online access info to Mossley Pharmacist to advertise there on their prescriptions, texts will be sent to patients to remind them that this is available and to also add a note on appointment slips. Receptionists will be advised at each of their reception meetings to push the online access. We will also endeavour to add a section on the appointment slips for patients to see also.
- Urgent OOH Hub- It was advised that we will promote this more to the patients via text messages and also by adding a message on to the voicemail when we are closed for when patients call the surgery.
- Promote the PRG- We already have multiple methods of promoting the group but it was agreed that we would send out some more texts and also promoting on the TV screens to (update the PRG section)
- Chaperone- There were a number of patients who said that they weren't offered a chaperone if they needed one. Although there are posters up in reception and also displayed on each examination couch, we will remind the GP's at the next education meeting to always ask patient if they would like a chaperone.

## **6. Online Access**

As before, reception team and GP's to promote online access to appointments and prescriptions etc. Need to hit 20% target rate for CCG for next year. PRG to also spread the word if have concerns from patients when not able to get through via the telephone or out of hours etc, advise patients to book online or request meds online.

## **7. Newsletter**

Work will now start on newsletter number 11. We will keep similar format as last year as was Christmas themed. Will take off items regarding flu, keep on the HUB services but advise on new venue, swap the nursing information and also add on Christmas opening times. Will also advise of new manager Sam Hardwick and finally to wish everyone a merry Christmas. We will ask Davinder for his opening times for the chemist to display on the newsletter. Hopefully Dr Stedall will be back before the next newsletter is issued so we can add onto that one when her contraceptive clinics will be back up and running.

## **8. New build for Walsall**

Carly advised of the new build for Lichfield Street, Sycamore House and Limes Medical Centre. The new site has been purposed on Hatherton Street in Walsall Town Centre but this is not final. They have come to the end of the patient engagement and overall have been a positive response however there are still some concerns from patients and councillors. We will update on more news as and when we obtain it.

## **9. Staff Update**

There have been a few changes regarding staff. Kelly Adshead has now moved to Lichfield Street for post of Reception manager and we wish her all the best in her new role. Sally Prime has now joined us from Lichfield Street as a receptionist and we have appointed a new receptionist Carol Rees.

Next meeting to be arranged with Sam Hardwick early 2019