

## **Mossley Fields Surgery P.R.G meeting Monday 9<sup>th</sup> May 5.30pm**

Present: Ann Ray, Phil Steadman, Mary Friend, Susan Hammerton, Carol Spinks, Irene Athersmith, Pat Anslow and Carly Griffin

Apologies from Chris Jackson and Anne Willoughby

### **1. EMIS access**

Phil has kindly volunteered to trial our new EMIS access service where patients can view their records on line. Carly will contact Phil with a date and time where we can get this started

### **2. Mossley Fields Surgery new staff members**

Carly informed the P.R.G about Umbrella Medical's new members of staff. We have a new Receptionist Faye who has joined us. We also have a new Health Care Assistant apprentice called Ellen. Ellen will be based here full time to support our Nurses. She will eventually be doing dressings, blood tests, health checks, ear syringe, vaccines such as flu vaccines and B12 vaccines, BP checks and ECG's. Ellen will work closely with Riah and Mel and is being sent on a number of courses in the near future. This will hopefully help with the demand of Nurse appointments. Finally Umbrella Medical has a new Practice Manager called Greg Bloom. Greg joined us in February and is very much looking forward to being part of our team. He was due to attend today's meeting however, our Holland Park surgery in Brownhills has a CQC inspection on Wednesday 11<sup>th</sup> May which has taken up a lot of his time recently. He will attend the PRG meeting in August to meet the group. We have also included a profile on Greg for the PRG notice board in the waiting room.

### **3. GP and Nurse appointments**

The PRG expressed concerns regarding the surgeries available appointments with the Doctors. Both themselves, friends and family members have struggled lately to get appointments. Carly explained that due to a number of recent issues, the surgery has been extremely busy lately and this has unfortunately had an effect on the appointments. There has been recent Doctors strike action also which has affected the Surgery. There are also still an extremely high number of missed appointments on a daily basis with GP's and Nurses. There are also a number of patients that will call for emergency appointments that don't need an emergency appointment.

The surgery have tried a few things lately to try and help with this such as not having as many on the day emergency appointments for GP's to try and encourage patients to make routine appointments. We have also had some training on reception with regard to the triage of making emergency appointments. There has also been some emergency appointment advice slips made by Dr Stedall that reception hand to all patients that have booked an emergency appointment. This will hopefully help with patients choosing a routine appointment rather than an emergency appointment.

Hopefully over the next few months the appointments will improve. We will hopefully be having Dr Norton here 1 or 2 mornings a week to help with demand. Also, our Practice Nurse Riah will be a qualified Nurse Prescriber so she will be able to hold clinics to assist the GP's. Carly will let the PRG know when this will be.

It was decided that the PRG will add an appointments section to their first newsletter which will be displayed in the waiting room and on reception for people to take away. Carly will

also ask Davinder at Mossley Chemist if some can be left there. It will contain the importance of cancelling unwanted appointments and also information on emergency appointments.

#### **4. Pat Frost**

The PRG expressed an interest in a memorial for Pat Frost here at the Surgery. Phil Steadman informed the group that they may be entitled to some funding and if so they could have a bench for Pat. Phil will look in to this potential funding and feed back to the group at the next meeting.

#### **5. Umbrella Medical awareness day**

Carly reminded the PRG about the Awareness day taking place at our Holland Park Surgery on Thursday 18<sup>th</sup> May. We have invited all patients on the diabetic register, dementia register and obesity register along with the PRG. THE members of the Holland Park PRG and Lichfield Street PRG will also be there.

#### **6. Water Machine**

The PRG wanted to know why the water machine was still in the waiting room. Carly explained that she is waiting for the management committee to arrange for the machine to either be moved or removed. Carly will let the PRG know when this will be happening.

#### **7. PRG Newsletter**

The Mossley Fields Newsletter was agreed. Carly will add in some information regarding the appointments, the bank holiday and Mossley Chemist. This will be placed on the reception desk for patients to have and also in Mossley Chemist. Carly will also put a laminated copy on the PRG notice board. There is also a section on this thanking Estelle Powell for all her hard work over the past few years as she has now retired.

Next meeting to be arranged for some point in July. It was agreed that it would be on a Tuesday so that Dr Stedall could attend.