

PRG Meeting 20/08/18 Minutes

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

Absent: Anne Willoughby

1. GP update

Carly informed the PRG that we now have a new full time salaried GP, Dr Rasa. She is working Mondays, Tuesdays, Wednesday and Fridays and she is permanent. Dr Stedall will return but we are unsure of the dates.

2. Urgent access HUB's in Walsall

The out of hour's urgent access hubs are still open and will continue to be open for the foreseeable future. The clinic's are working from Pinfold Health Centre, Darlaston Health Centre and the Broadway. Patients can call 01922 501999 for an appointment.

3. Nurse update

We have a new Nurse, Joanne who has joined Umbrella Medical. She will be working between Mossley and Lichfield Street Surgery. We also have a new ANP who has joined us, Becky Lampitt. Becky is Paediatric trained so is able to see patients of all ages. This is working extremely well at the moment. Ellen Rathbone is a HCA who will have some

sessions here. She will be available until after the flu season to help with appointments.

4. Flu clinics

We have two full day flu clinics, one for the 25th September with Lisa and one on 2nd October with Ellen. The surgery staff will work hard to ensure these clinics are filled up. The PRG are invited in to help with the smooth running of these busy clinics. They will help distribute this year's patient survey, we need 100 of these completed. Members of the PRG will organise between them if anyone can attend during these clinics.

5. New emergency appointment booking feedback

Just to make the PRG aware. The new emergency appointment booking system is working extremely well. The reception staff are finding that it works better and management have received no negative feedback from either staff or patients. The surgery will continue to book all on the day appointments at 8am as it is working well.

6. Annual PRG survey

The PRG agreed on the questions for this years survey. Our staff will start to give out these as soon as possible. We will give them out during flu clinics to reach our target of 100. We will discuss the results of this survey at the next meeting.

7. Online access

There is still a poor amount of patients signed up to online access. It was agreed to leave on the next newsletter and help promote this by word of mouth. We will also promote it during flu clinics.

8. Newsletter number 10

Items for the next newsletter are: new GP information, new Nurse information, out of hours hub, advertising flu vaccines, promote the Facebook page, ANP and Pharmacist information, online services and asking patients for up to date phone numbers.

9. Any other business

- Carol informed the group that the 301 fund has been disbanded. There will be more funding available but no details or forms available yet. Carol will keep the PRG informed.
- Carly informed the PRG that the 1st year medical students will be starting again in October on a Thursday with Dr Ghosh