

Minutes of Patient Reference Group (PRG) Meeting – Thursday 12th December 2024, 5.30 – 7.00 pm at Mayfield Road Medical Centre, Chaddesden

Abbreviations – PM (Practice Manager) / PN (Practice Nurse) / BSA (Business Support Administrator)

ITEMS DISCUSSED	ACTIONS AGREED & BY WHOM
Reviewed minutes of previous meeting and confirmed actions had been carried out. Annual patient survey to be arranged.	PM to arrange annual patient survey
Increase in the use of Pharmacy First Service . If patients are rejected by this service we aim to see patient on the same day in surgery. Primary Care Network (PCN) monitor rejections. If patient has an insect bite this must have occurred in this country and not abroad; National Team have taken this issue on board and are looking into it further. All patients presenting with sore throats will be directed to Pharmacy First.	
GP Recruitment – we have employed 3 new GPs (each work 3 days). It was discussed that we should maximum GP/clinician appointments on a Monday but PRG members were advised we are restrained by room availability. Dr Smith will be stepping down as a partner in April but will continue to work as a GP for 2 days. One of our PNs is leaving shortly and we have employed a male nurse who will work at both sites; patients will be offered choice of whether they wish to see a male nurse. Another of our PNs is returning from maternity leave.	
GP/Clinician rotas – PRG suggested it would be useful to know where/when each GP/clinician works.	BSA will collate and add information to website and TV screen
New signposting System - Over the next few months, the Practice will be looking at various Signposting Systems as Government are keen for patients to receive triage, as well as continuity for patients requiring follow-up.	PM
Prescription requests – PRG member had experienced issue with ordering repeat medication. It was discussed that prescriptions can be ordered 7 days in advance (any longer could lead to medicine	It was agreed that Healthwatch Derby would generate a project around pharmacies and discuss any

<p>safety issues and stockpiling of medications); the Practice aims to generate prescriptions within 48 hours. Issues noted with Pharmacies, including closure of local pharmacist, reduced hours by another local Pharmacist and shortage of pharmacists and how this was affecting patients obtaining their medications.</p>	<p>pharmacy concerns with patients, when they (Healthwatch Derby) visit Practices.</p>
<p><u>Friends & Family Survey (F & F)</u> – this is required as part of contract.</p>	<p>It was agreed that details of the F & F Survey will be added to the Practice's Website in a graph format. PM will check to see if any themes are noted re patient responses. <u>BSA to arrange.</u></p>
<p><u>Covid/Flu vaccination clinics</u> – the PRG congratulated the Practice on the efficiency of these clinics. We have given more flu vaccinations than ever. Thanks were given to PRG member for volunteering at these vaccination clinics. Feedback had been received via the F & F survey re these clinics and the Practice had learnt going forward not to invite patients to come earlier for their vaccinations if they find the clinic is running ahead of time as this led to a bottleneck of patients.</p>	
<p><u>Annual complaints review</u></p>	<p>PRG agreed that the Practice should add to the website a general brief oversight re complaints received. <u>BSA to arrange.</u></p>
<p><u>Adding Clinicians pictures to website</u> – PRG member suggested adding pictures of clinicians to website. Another PRG member advised caution.</p>	<p><u>PM</u> will discuss with clinicians</p>
<p><u>PRG Meeting</u> – PRG member felt it would be helpful if those attending PRG member had name badges.</p>	<p><u>BSA</u> will arrange this for next meeting.</p>
<p><u>PPG Area Meeting 12.11.24</u> – this was attended by one of our PRG members who unfortunately was not able to attend today's meeting. Minutes were shared of this meeting.</p>	
<p><u>PRG Minutes</u> – meeting agreed that minutes should be added to website in anonymised form</p>	<p><u>BSA</u> to arrange.</p>
<p><u>PRG Chair</u> – the Practice would like the PRG members to nominate a chair for the Practice's PRG group. This chair would then be responsible for liaising with other PRG members to arrange fund raising events (equipment for the Practice), educational events for patients, etc.</p>	<p><u>BSA</u> will email all PRG members to ask if they would like to volunteer to become PRG chairperson.</p>

<p><u>Veteran Friendly GP Practice</u> – The Practice is in discussions to become accredited as a Veteran Friendly GP Practice. We have approximately four hundred patients who have been in the military/territorial army and will allow us to access military support for these patients.</p>	
<p><u>Norovirus/Covid/RSV infection</u> – all these infections are currently circulating</p>	<p><u>Practice</u> – will check website/TV screen to ensure sufficient patient information on media resources advising of these ongoing infections.</p>
<p><u>Date of next formal assessment</u> – PRG enquired re when we expect this to occur. The Practice confirmed that currently no notification has been received re its next assessment.</p>	

DATE OF NEXT PRG MEETING – June 2025 (exact date to be confirmed)