**PRG MEETING – THURSDAY 30th January 2025 AT 1PM BROADWAY MEDICAL CENTRE**

**Attendees:** Kerry Blakemore (Locality Manager) Karen Bateman (Reception Manager) Jillian Rhodes, Kenneth Rhodes, Patricia Blackband, Mark Pulford, Kerry Rhodes and Vivienne Westhead

**Apologies:** Helen Shorthouse (Chair) Kenneth Stockley and Michael Rhodes

**Welcome and Introductions were made along with apologies**

**Operational Update**

Next available appointments:-

GP – 15th February

Nurse/HCA – 13th February

Advance Nurse Practitioner – 4th February

Pharmacist – 9th February

**Staffing Update**

Karen Bateman, reception manager came to this meeting to introduce herself to the group.

Kerry advised patients that we have an in house First Contact Physiotherapist at the surgery on Wednesdays and Fridays. The group asked whether he does actual physio on patients or whether he shows the patient and then the patient carries out exercises at home.

Group also asked whether our in house physio can refer to Portland Medical Practice where a 10 week course that patients can be referred to which has group exercises.

**First Contact Physio confirms:-**

As a First Contact Physiotherapist we can show the exercises and if needed we can refer the patient to hands-on physio via MSK triage. Unfortunately we are not allowed to refer patients for any physiotherapy service directly however we refer to MSK then they triage them accordingly.

**Patient Feedback**

Friends and Family Feedback for December were fed back to the group.

93% of patients would recommend friends and family to the practice.

**Missed Appointments**

Kerry gave December’s figures for DNA’s (Did not attend appointment)

Doctors - 46

Advance Nurse Practitioner/Pharmacist – 35

Nurse &Health Care Assistants – 85

Physiotherapist – 4

DNA policy was discussed

Patient suggested that we check if there is a particular age group that are particular offenders. Kerry will see if we can get these statistics

Statistics in age categories :-



**AOB**

Patient stated that an old review date was showing on the right hand side of his prescription, Kerry couldn’t see this but has raised with our Lead Pharmacist to have a look at this.

Kerry had been asked to raise the importance of the RSV vaccine uptake to the patients by the nursing team

The RSV vaccine helps protect against respiratory syncytial virus, a common virus that can make babies and older adults seriously ill. It is recommended during pregnancy and for adults aged 75-79.

This is an all year round vaccine not just a winter vaccine.

Feedback from patient who couldn’t attend the meeting today said that the last couple of months had been a lot easier for him and that the reception team had been more receptive. Kerry will feed this back to the reception team in our next team meeting.

**Next Meeting**

**Thursday 10th April 2025 1-2pm**