



## Hatherton Medical Centre PRG

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### Minutes of Meeting 6 March 2025

#### 1 Welcome and Introductions

The Chair welcomed new members to the group.

#### 2 Members present and Apologies

##### Present

Penelope Allen	Jennifer Batemen	Sue Dimond	Val Dodds	Gwen Evans	Ann Farrell
Robert Hall	Kath Hawker	Doreen Haynes	David Maybury	Andrea Mayne	Joan Nock
Shabnam Sangha	Lesley Sheldon	Liz Sniadowski	Christopher Wall	Jean Willets	Fiona Wilson
Andrew Wood					
Charlotte Hill	Lauren Smith	Lorraine Stewart			

##### Apologies

John Duder	Mary Fulford	Janet Hall	Jeanette Harvey
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#### 3 Matters arising

- Charlotte to advise of different ways that hearing impaired patients can contact the surgery and make these available.
- Sick pay for Surgery Staff – this arose from throw-away comment at the last meeting. Lorraine explained that every employee has individual terms of employment (including arrangements for sick pay) and that these are confidential and cannot be discussed in PRG meetings. This matter is now closed.
- Robert's suggestion of a bench in the carpark outside Reception for patients to use when waiting for taxis was omitted from the last minutes.
- David Maybury and Chris Wall were omitted from 'those present' at the last meeting.

#### 4 Minutes of last meeting agreed

#### 5 Surgery up-date

- Permanent Surgery signs are being installed today (6 March 2025).
- 2 new ANP nurses (Nazir and Steph) are now in post.
- An additional Practice nurse will be in post w/c 10 March 2025.
- Amanjit Dhillon is now a partner; there are now 8 partners in the Practice.
- The disabled toilet on the ground floor is now fully functional.

#### 6 Committee Election results

Ballot for Chair – 10 votes cast

Committee is now -

Jennifer Bateman – Chair elected

Liz Sniadowski - Vice Chair unopposed

John Duder – Secretary unopposed

In view of the low number of votes cast, it was agreed that methods for future ballots should be discussed.

## 7 Chair's up-date

- There is now a standard email that will be sent to any patient who enquires about joining the PRG.
- Saddlers Surgery had asked for and been given a copy of Hatherton PRG Terms of Reference with the caveat that these were in need of revision.
- The Committee will bring a revised Terms of Reference to the next meeting for discussion. Andrew Wood suggested that members forward any suggestions for change to the Hatherton PRG email address.

## 8 Patient Survey no feedback available.

## 9 Friends and Family Feedback

Results for January 2025

- More than 90% of feedback rates the Practice as good or very good
- Last month there were 13,231 calls to the Surgery, 61% were answered within 5 minutes
- After a question from a Andrew Wood, Charlotte explained that the Surgery has no control over the timing of frequency of confirmation texts sent about appointments. The Acurrx system which controls this is imposed by the Black Country Integrated Care Board (BCICB). There is no dedicated forum for patients consult with the BCICB, however there are 2 on-line forums on their website
  - Black Country Voices
  - People Panels

## 10 Release of Appointments

Several members and other patients told of the frustration of being asked by a clinician to book another appointment, only to go to Reception and be told that there are no appointments available and to ring later in the month. Lauren and an associate are responsible for adding available appointments to the system. This is usually done on a monthly basis to allow for clinicians' requests for annual leave. There was discussion about why annual leave was not booked with longer notice. There is currently a long wait for routine appointments; members pointed out that this puts extra pressure on urgent appointments.

## 8. Any Other Business

Gwen Evans asked how she would signpost patients who wanted to make a complaint. She quoted a member who had an unsatisfactory experience of complaining and who felt her concerns were dismissed by a receptionist on the phone.

Loraine explained that all calls are recorded and that there is Surgery complaints procedure available on the website and available on request from Reception. She said that she would circulate a copy to all PRG members for their reference

As the meeting had run over the allotted time allowed in the meeting room, the Chair asked any members who had not been able to raise items in AOB, to email Hatherton PRG so that items can be added to the agenda for the next meeting.

The Chair thanked members for their attendance.

## 9. Date of next meeting,

Monday 12th May 2025 at 1.30pm