**Mossley PRG Minutes – Tuesday 3rd December 2024**

**Present: Lavina Rani, Ann Ray, Susan Hammerton & Carol Spinks**

1. Surgery staff update:

Lavina informed we are still steady with salaried GP’s: Dr Lee & Dr Rasa. Lavina informed will be more of a presence from other salaried GP’s: Dr Dhillon & Dr Dhesi. Susan noted she had seen Dr Dhesi recently and was happy with her experience. Ann stressed the important of continuity for the patients of Mossley and Lavina advised this is taken into consideration and we try to accommodate this where possible.

Lavina updated the PRG of the changes within the reception team; again in light of the patient demographic Lavina advised the new reception staff are experienced members of reception who have worked across our other sites. Lavina reassured the PRG there are no plans to move these staff members around and we only have staff from different sites during periods of sickness.

1. PCN staff update:

No change to the PCN staff. The surgery still has Jon the physiotherapist working 3 sessions per week. The surgery also still has Emma Spencer (Paramedic) who looks after our housebound patients.

1. Carly:

Lavina informed the PRG that Carly has now returned from maternity leave and her role/responsibilities are slightly different to before. Carly will not be solely responsible for Mossley however will be based from here on a Friday. Carly is returning to 3 days a week and her other two days will be mainly at Hatherton Medical Street.

1. GP National Patient Survey:

Lavina informed the PRG there were no changes to last year and the majority of these were completed during the flu clinics.

1. AOB: PRG members raised the following ongoing issues:

* Ann raised a dissatisfaction over the telephone introductory message. General consensus across the PRG and select patients of the surgery is the length of the message; in particular the information surrounding Covid. Lavina advised she would feed this back to the senior Partnership and do some research to see what other surgeries across Walsall are doing.
* Carol raised concerns surrounding the difficulty in being able to cancel an appointment. Carol advised on one occasion she called to cancel and was number 2 in the queue; so thought she the wait time would not be that long. Carol advised she stayed on the line for 45 minutes and it ended in the call being cut off – she was then unable to cancel her appointment.

Lavina advised the PRG this sounds like it may have been an issue with the phone lines rather than a staffing issue. The PRG group stated the lengthy introduction message then puts people off from calling and cancelling and not all patients have mobiles in which they can cancel via the link. The PRG asked if there was an option for patients to call and press a number to cancel an appointment; Lavina advised she was unsure how this work logistically but will escalate to senior management to see if there was anything we could do to make cancelling an appointment easier.

* Carol advised the patients would benefit from external services (eg: ear services to sort hearing aid issues). Lavina advised we do have interest from external services and once these are confirmed we will communicate to all patients so they can make use of these.

Lavina concluded the meeting and advised the next meeting date is to be confirmed but will take place in March 2025; unless anything urgent comes up before then.