



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 20 April 2023

Present: S-J Humphries, Practice Manager
LB, ST, KS, TG, PG, AD

Apologies: AH, MT, JD

1. Introductions and Welcome	LB welcomed members and gave Apologies on behalf of those members unable to attend.
2. Matters arising and Approval of Minutes	<p>Display Board: Board is done and is displayed in the surgery waiting area. Grateful thanks were extended to Bethany Congreave for her assistance.</p> <p>A request was made for one other member of the committee to take charge of the next display.</p> <p>Notice for PPG Boards: ST has completed this ready for lamination and display.</p> <p>Survey Questions: LB has passed on the suggested questions to S-J. LB to contact Adam Stewart about the survey being put together by ICB.</p> <p>Newsletter: This had been displayed in the surgery before Easter and, again, LB thanked those who had been involved in its production. Further copies of the Newsletter are displayed in Wetherby Library.</p> <p>Message in a Bottle: No further progress has been made but the topic will be raised at the next PCN meeting.</p> <p>Telephone Lines: S-J confirmed that there had been no contact from ICB.</p> <p>Car Parking: Further discussions taking place within the practice about how to solve this issue. PPG will be kept informed.</p>

	<p>The Minutes of the previous meeting were approved.</p>
<p>3. Surgery update</p>	<p>Community Matron is leaving PCN to return to Community Health.</p> <p>Zero Tolerance Policy: There has been a further increase in the number of cases of bad language and inappropriate behaviour. Measures continue to be taken to support staff.</p> <p>New GP Contract: S-J explained some aspects of the contract to the Group including a proposed cloud-based triage system.</p> <p>Bethany Congreave has offered to attend a future meeting of the Group to speak about the AccuRx triage system currently used by the practice.</p> <p>A full-time Admin vacancy and one Reception vacancy still need to be filled but there are three new Receptionist posts that have been filled and staff will shortly be joining the team.</p> <p>Appointment Feedback: LB raised a problem that she had been made aware of concerning a difficulty in making an appointment. Clarification was given by S-J and LB will give feedback to patient.</p> <p>Website: S-J has commissioned an update to the surgery website that will be less 'wordy', more 'button based', easier to navigate and more user friendly.</p> <p>Appointments in March: A total of 5,823 appointments were made. Of these 2,761 were face-to-face appointments, 756 telephone appointments, 696 acute/triaged on-the day appointments, 203 home visits and 1,407 Nurse/HCA appointments.</p> <p>The number of appointments where a patient did not attend was 80. Of these 38 were with a GP, 20 with a Nurse and 22 with an HCA. This represents a total of 16hrs 55mins.</p> <p>Spring COVID Boosters: Nursing homes and housebound patients are currently being given priority and being vaccinated by surgery staff. There is as yet no further information about surgery clinics being held at the surgery. Patients are advised that, if they receive a letter from NHS England about eligibility, they either go online or call 119 to find the nearest vaccination centre.</p>
<p>4. Delayed release of prescription for unavailable medication</p>	<p>TG drew attention to a situation that had occurred where a specific medication was no longer available and the making available of a substitute for it delayed. S-J explained why this had happened. TG was satisfied with the explanation and S-J had followed up with staff.</p>

5. Bowel Cancer Awareness	LG had received information about Bowel Cancer Month but, unfortunately, it was received too late to action. The local organiser has been invited to talk to the group at a future meeting and it was suggested that Bowel Cancer Awareness could be the subject of a future PPG Board display.
6. Appointment Feedback	This had already been discussed during the Surgery update item.
7. AOB	Day Lewis Boxes: These are now fully operational.
8. Date of Next Meeting	4 p.m. Thursday 18 May, 2023. Meetings throughout the rest of 2023 will be held on the third Thursday of every month with the exception of August and December when no meeting will be held.