



Patient Participation Group Team meeting. January 27th, 2022- 4pm

Present: Sarah Jayne Humphries – Practice Manager. LB, ST, KS, TG, AD, AH

Apologies: MB, CS, JS. MT.

Resignation: None

1. Introductions and welcome	All
2. Minutes of last meeting matters arising	<p>LB</p> <ul style="list-style-type: none"> • Day Lewis Drop Box – The instillation of this is progressing and permission from the owner of the building being sought and positioning suitability being assessed. • Empty inhalers can be returned to Day Lewis for suitable destruction.
3. Surgery update	<ul style="list-style-type: none"> • The surgery is under extreme pressure with 3 GP's, 1 Registrar and 2 admin. staff isolating due to Covid. The surgery also covers the prison and special needs and care homes. • A telephone engineer has been to check the lines into the surgery after complaints about the quality of the sound. Everything appears to be working but some new headsets have been purchased to trial. If this improves the sound more will be acquired. People often use mobiles to ring, and this can affect the quality of the call depending on the reception they have at the time. • The number of people being able to ring in has been increased from 20 to 40. This means that more can get through but there will be a longer queue and wait. • Prescriptions cannot be ordered by telephone except in exceptional circumstances. • There are several new receptionists, and a private company has been commissioned to undertake some customer service training with all the reception and administration teams. There has been positive feedback about this from all that have attended so far. • S-J has received compliments from patients and is seeking permission to publish these.

	<ul style="list-style-type: none"> • A new HCA has been appointed and recruiting for 1-2 more receptionists is taking place. • Waiting times when ringing at 8am can take 20-40 minutes and up to an hour on Monday morning. There are several alternative methods to contact the surgery for enquiries. • A long discussion took place about who should ring at 8am and when the best time is to ring if an urgent appointment is not required. This needs further clarification and S-J will be speaking to staff. • Numbers of patients being dealt with a week is 585, 390 of which are face to face and 195 by telephone.
4. PPG Boards	These still require updating.
5. Newsletter	The Spring Newsletter is now being produced and will include an article on travel vaccinations and the reception staff. If any member would like anything else including please contact LB We can now go back to printing our newsletter for distribution in the surgery.
6. State of vaccinations in Wetherby	Vaccination clinics are still being run until March. These are specifically for booster and 4 th vaccinations. Dates are 4 th and 18 th Feb and 4 th and 18 th March. They will be 2-hour slots. After this date patients will need to attend a main hub which can be booked online or by phone. (not through the surgery)
7. On - line surveys	LB has received several NHS surveys to fill in and wondered if anybody else was receiving these. Nobody had and it was thought that maybe she had been added to a contact list.
8. Medication Provision Day Lewis and on-line (Postal prescribing)	TG has moved from DL due to long delays in delivering prescribed drugs. He is very satisfied with the postal prescribing firm that he has joined. The only way to try and improve the service from DL is to complain to the company. The staff in the branch within the surgery are as frustrated as patients. They do the best they can and don't appear to get the support they need.
9. Surgery Patient Newsletter	This is out of date online and S-J will speak to Beth about it.
AOB	<ul style="list-style-type: none"> • If we should ever need to contact a wider number of patients the surgery will do this for us by email or social media. An example of this might be when we are trying to recruit to the PPG giving us a much wider audience. • It should be possible for people to download, on the NHS app., All covid vaccine information • There is a link worker for social prescribing on the Leeds website. • There is no ring-fenced money for PPGs in the money allocated to Crossley St surgery, however, money can be applied for.
Next Meeting	24th February 2022 4-5pm Presume 'Team' meeting unless anything changes.