



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 16 March 2023

Present: S-J Humphries, Practice Manager
LB, AH, KS, TG, JD, MT, AD

Apologies: ST, PG

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>Suggestion Forms: Available in the waiting rooms.</p> <p>MP's Visit: Letter of thanks sent to Alec Shelbrooke. Despite further information from his office being asked for, no reply has been received.</p> <p>Message in a Bottle: S-J confirmed she had passed on the information to PCN staff at their last meeting and was awaiting responses.</p> <p>The Minutes of the previous meeting were approved.</p>
3. Surgery update	<p>Two new reception staff have been recruited and a further applicant will shortly be interviewed. The team is still one member down as two members have resigned, one other is retiring and another is going on maternity leave (all at the end of the month). Other members of staff will spend time in Reception giving on-the-job training to new staff. Advertising for additional staff is on-going.</p> <p>PATCHS: S-J informed the meeting that the practice had decided not to use this new platform at the moment as there were issues that still needed to be addressed. The practice will continue using the existing platform (Accurx) that works well for both staff and patients. LB had recently attended an ICB/PPG (Leeds Support Group) meeting where a PPG representative had raised the issue of problems arising after patients were informed that PATCHS would replace the system currently being used by them. There had been a worry that the triage system within PATCHS would result in patients being prevented from seeing a doctor. This was echoed by other PPGs across the city.</p>

	<p>Because Crossley Street Surgery had not 'gone live' with PATCHS, S-J was able to confirm that these issues did not apply at the Practice.</p> <p>Car Parking: The Surgery is pursuing further ways to resolve difficulties being caused to patients, staff and emergency vehicles by bad parking. This results in verbal abuse of staff when drivers are asked not to park (for instance) on the hatches. A private car parking company has been contacted to assist with parking issues and further discussions are taking place.</p> <p>Because of an increase in the number of incidences where members of staff have experienced verbal abuse, unacceptable use of bad language and inappropriate behaviour from patients, the practice's policy of Zero Tolerance has resulted in letters and patient contracts being sent to those patients identified. Patients are informed that unacceptable behaviour will not be tolerated and will result in them being removed from the practice list. LB said that a recent NAPP (National Association for Patient Participation) Newsletter had identified an increase in incidences nationally. Members of the group supported the practice in the action being taken.</p> <p>Appointments in February: A total of 5311 appointments were made. 2548 of these were face-to-face appointments, 635 telephone appointments, 704 acute/triaged on-the day appointments, 164 home visits and 1260 Nurse/HCA appointments.</p> <p>The number of appointments where a patient did not attend was 57. Of these 25 were with a GP, 19 with a Nurse and 13 with an HCA. This represents a total of 12hrs 43mins.</p> <p>LB drew attention to a recent ICB meeting where patient feedback had identified that problems with booking appointments was associated with telephone lines. The ICB is aiming to help surgeries with this and would be contacting practices. S-J confirmed that there had been no contact from ICB yet but had spoken to her ICB Lead and was waiting on a response.</p>
<p>4. Patient Hearing Aid Problems</p>	<p>TG informed the meeting of the experience patients had had pre-pandemic with hearing aids, namely, excellent service from the surgery and excellent service at Harrogate Hospital. At the start of the pandemic the department at Harrogate had been virtually closed down and had never fully re-opened. TG had been made aware by a patient from another practice/geographical area that their surgery undertook hearing tests, dispensed hearing aids and also serviced them. S-J was asked why Crossley Street Surgery didn't also do this. S-J said it was because Crossley Street was not commissioned as a Dispensing Practice for hearing aids and the rules for becoming one prevented this. However, the surgery still refers patients to Harrogate Audiology Department and to Leeds.</p>

5. Board Display Progress	Several members had met to compile a list of services offered by the practice with an aim to producing a new display. They thanked Bethany Congreave for her assistance in this. The content of the list is very big and there were suggestions as to how it could best be displayed in the surgery waiting room. Decisions on sizing and content still need to be finalised. LB to make further contact with Bethany Congreave. S-J (via FB) to direct patients to the surgery website for information they might need.
6. Proposed Notice for PPG Boards	In ST's absence, LB distributed for discussion an updated version of a notice for the two PPG Notice Boards.
7. Survey Questions	LB said she had received around a dozen questions from members of the group. LB has questions still to add and will then pass them all on to S-J. LB reported back from a recent ICB meeting where Adam Stewart had said that he had drawn up a prototype (general questions) survey. All surgeries will be sent this prototype and invited to add questions that are relevant to their own patients. Some clarification around the aim of the survey and also the collection of data has yet to be established. It was agreed that LB and S-J would liaise on this and await receipt of the ICB prototype.
8. Spring Newsletter	LB starting to put this together. Several topics were discussed but more would be welcomed.
9. Feedback – Leeds ICB/PPG Meetings	Feedback from recent meetings had been given and discussed during the course of earlier items on the Agenda. LB told the group about some additional topics discussed at the two meetings she had recently attended. Members thanked LB for attending these on their behalf.
10. Date of Next Meeting	4 p.m. Thursday 20 April, 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.