



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 18 May, 2023

Present: S-J H, MT, LB, ST, KS, JD, PG, AD

Apologies: AH, TG

1. Welcome and Apologies	LB welcomed members and gave Apologies on behalf of those members unable to attend.
2. Approval of Minutes	The Minutes of the Group's April 2023 meeting were approved.
3. Matters Arising	<p>Survey Questions: LB has been in touch with Adam Stewart (ICB). The survey questions are now ready to be sent out to all surgeries for approval for use with their patients and for the addition of any further questions a surgery may feel need to be included specifically for their patients. The results can then be accessed by any surgery at any time to see what responses have been received. It was felt that this was probably not what Crossley Street Surgery needed. S-J told the group that she was more than happy for a survey to be sent out from the surgery with questions specific to the Practice.</p> <p>Volunteer for Display Board: A volunteer is still needed.</p>
4. Surgery Update	<p>New Website: This should be finalised by the beginning of June.</p> <p>Message in a Bottle: No progress has been made. It was agreed that the topic be kept in mind by members but that it would not be included on an Agenda until later in the year.</p> <p>Car Parking: It had been agreed at the recent Partners' Meeting that a car parking company be commissioned to manage the Surgery car park. Discussions are currently taking place and it is hoped that by early Summer new signs will be put up in the car park informing drivers about penalties (fines) that will be incurred through inappropriate/dangerous parking. S-J will keep the</p>

	<p>Group advised of progress and will inform patients via the Surgery website and Facebook.</p> <p>New Patient Triage System: The new system was adopted on Monday 15 May. This was ahead of the requirement to have it in place on 1 June. Contractually, GP Surgeries are required to – on their first contact with the surgery – offer patients ‘an assessment of need’. Introducing this ahead of 1 June has allowed patients to understand and use the system and surgery staff to smooth out initial difficulties. Keeping patients informed day by day throughout the week via Facebook and via the Practice website has resulted in a better understanding and appreciation of the system by patients leading to what has been a positive start. It is hoped that in the following weeks patients will become more familiar with how to get the help they need and to understand that surgery staff are working on their behalf to achieve this.</p> <p>The Group thanked S-J for initiating the system ahead of the 1 June requirement and the Practice staff for informing patients and helping them to use it.</p> <p>The Group welcomed S-J’s suggestion that she ask Bethany Congreave to demonstrate the system to the Group at their June meeting.</p> <p>The Admin vacancy has been filled and the successful candidate will start work in the next two or three weeks. There are currently two Receptionist posts vacant. These will shortly be advertised.</p> <p>Appointments in April: A total of 4,701 appointments were made. Of these 2,126 were face-to-face appointments, 506 telephone appointments, 695 acute/triaged on-the day appointments, 163 home visits and 1,211 Nurse/HCA appointments.</p> <p>The number of appointments where a patient did not attend was 65. Of these 35 were with a GP, 19 with a Nurse and 11 with an HCA. This represents a total of 13hrs 15mins.</p>
<p>5. Lack of locations in this area for COVID Boosters for over 75s.</p>	<p>S-J explained the difficulties associated with delivery of vaccines across the region and how appointments are being made at some pharmacies that are then cancelled because of vaccines not arriving. ST spoke of patients only being offered clinics some distance away and choosing - based on the locations - to decline the vaccine this time. Having made appointments, others have had their appointments cancelled. S-J confirmed that this was happening across the city. However, the Practice has now completed vaccinating care home and housebound patients. A clinic will be held on Saturday 20 May for over 85s and immunosuppressed patients. LB arranging Marshalls for this clinic from within the Group. Three further (but smaller, nurse-led) clinics will be held on 31 May, 1 and 7 June depending on the availability of vaccine. Letters will be sent to eligible patients who will</p>

	be invited to attend at those clinics. Members thanked the Practice staff for all their efforts in vaccinating as many patients as possible.
6 Collingham PPG Visit	LB and ST had met with members of Collingham PPG who very much appreciated the information and assistance offered by Crossley Street Surgery PPG members. ST emailing them photographs of previous Crossley Street PPG board displays.
7. AOB	Information from Adam Stewart (ICB): A Webinar organised by NHS England - 'Patient Participation: The Art of the Possible' – is scheduled for 6 June. Two members of the Group expressed an interest in linking into the session.
8. Date of Next Meeting	4 p.m. Thursday 15 June, 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.