



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

Present: LB, ST, TG, AH, KS, MT, PG, AD, S-J Humphries Apologies: JD

1. Welcome and Apologies	LB welcomed members to the meeting.
2. Approval of Minutes	The Minutes of the Group's June 2023 meeting were approved.
3. Matters Arising from the Minutes	<p>Newsletter: Copies had been distributed to members and made available in the surgery.</p> <p>Volunteer for Display Board: No-one had come forward. LB suggested that all members should 'pitch in' with future displays with the help of the surgery admin team. It was decided that this was the best solution. Members were asked to email a suggestion to LB. A meeting could then be held to discuss and finalise the suggestions.</p> <p>Survey: Nothing more had been heard from ICB. LB offered to contact Adam Stewart (ICB) for an update.</p> <p>Car Parking: Surgery waiting on signs coming from the company who will operate the system. It is hoped the system will be up and running by September.</p>
4. Surgery Update	<p>Surgery Website: LB thanked S-J for inviting Group members - ahead of the launch - to view and comment on the website. S-J has had positive feedback from patients online, on social media and in person since the launch. Staff have also given positive feedback. It seems that patients are able to navigate the site easily with the content being updated from time to time as and when needed. S-J asked members to continue giving feedback on improvements they felt could be made.</p> <p>AccuRX Appointment System: Both patients and staff feel the system is working well. Some improvements have been (and may continue to be) made. Following a review of the system it was found that over 70% of all requests were received before lunchtime and a decision was made that</p>

	<p>the online form would operate only between 08.00hrs and 14.00hrs each working day. This results in a more efficient use of GP time. Patients with an urgent medical need are still able to phone the surgery after 14.00hrs. They will be clinically triaged and dealt with by the emergency GP.</p> <p>Winter Flu Vaccinations: Delivery of the first batch of vaccines is expected in September.</p> <p>COVID Vaccinations: The Spring Booster Campaign is now over having run from 3 April until 30 June. Information is awaited about the Winter Campaign.</p> <p>Day Lewis Boxes: Only a limited amount of feedback from patients has been received in the surgery but it seems that patients are – on the whole - pleased with their use of the boxes. The introduction of the boxes appears to have contributed to the surgery waiting area being less congested.</p> <p>Staffing: Dr Nick Bennett will be leaving the Practice and the partnership in October. Dr Jess Jones has recently been successful in her appointment as a Partner. This will commence on 1 September. Two salaried GP posts are currently in the process of being recruited to, with one GP starting at the beginning of September. The surgery will have five Registrars undertaking their GP training at the surgery from the beginning of August. A full-time PCN Frailty Care Co-ordinator post has recently been advertised at the surgery. Interviews for this post will be held on 28 July. The Care Co-ordinator will help with housebound patients and go out to care homes to support GPs. Two PCN Paramedic posts have also been advertised recently with the contracts for these posts being held by Crossley Street Surgery. The PCN Paramedics will take on a proportion of the Practice’s home visits. One of the posts has been recruited to and the other is still vacant and being advertised.</p> <p>Appointments in June: A total of 5098 appointments were made. Of these 2036 were face-to-face appointments, 663 telephone appointments, 884 acute/triaged on-the day appointments, 148 home visits and 1367 Nurse/HCA appointments. The number of appointments where a patient did not attend was 90. Of these 50 were with a GP, 15 with a Nurse and 25 with an HCA. This represents a total of 20 hours.</p>
5. Patient’s Request using AccuRX	Following a conversation with a patient, AH asked if, at the point of contact via the triage form, a patient could request specifically to be seen by a male doctor only or by a female doctor only and, that if this was not possible at that time, to postpone an appointment until their request could be met. S-J agreed to feed this back to the GPs.
6. AOB	There was no other business.
9. Date of Next Meeting	4 p.m. Thursday 21 September 2023. Meetings throughout the rest of 2023 will be held on the third Thursday of every month with the exception of December when no meeting will be held.