

Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 28 July, 2022 at 4p.m.

Present: S-J Humphries, Practice Manager
Eliza Venizelou, Data Quality Manager
LB, TG, MT, KS, AD

Apologies: AH, ST, MB

Speaker: Dr. E Rickwood

1. Introductions and Welcome	All.
2. Minutes of previous meeting	Accepted as correct.
3. Matters Arising	<p>Pharmacy Technician: The position has been advertised. Interviews will follow responses.</p> <p>Dementia Clinic: Memory Clinic up and running.</p> <p>PPG member observing how the surgery runs: Arrangements are being made for LB to undertake this. This will involve required checks being undertaken beforehand.</p> <p>Newsletter: This has now been produced. Thanks extended to ST, LB and to Beth Congreave (Practice Senior Data Administrator) for all their work in producing the Summer Edition. This is now available in the practice waiting areas and on the practice website. LB and AD will distribute some in their immediate neighbourhood with a view not only to reaching a wider audience but also to possibly encouraging new members.</p>
4. Visiting Speaker	Dr Rickwood was welcomed to the meeting. He spoke about the

	<p>difficulties faced nationally by GP practices: Insufficient numbers of doctors training for GP practice with more than 50% of those recruited being female and preferring to work part time in order to meet their family commitments; an ageing population with complex medical conditions; and existing GPs retiring early due to the pressures and stresses associated with GP practice. A discussion followed about how some of these national issues affected Crossley Street Surgery with members passing on concerns they have been made aware of: Continuity of care with one particular GP; a growing population in the town; and the changing relationship between GPs and patients. Dr Rickwood informed the group that a new six-session GP will shortly be joining the team. He extended his thanks to PPG members for the valuable role they play; his appreciation of the good relationship between the practice and the group; and for their ongoing help in keeping patients informed via the newsletter and the display board. Members thanked Dr Rickwood for his willingness to attend the meeting and for the information provided.</p>
5. Surgery update	<p>S-J informed the group that the practice was putting together a plan for clinics within the surgery for both Autumn COVID jabs and for Winter 'flu' jabs. This will be a complex process with vaccine delivery, patient appointments, staffing and marshalling having to be co-ordinated. Vaccine delivery will determine the dates and times of clinics. A question was asked about the fee structure for administering vaccinations. S-J explained that Winter flu vaccines are ordered and paid for by the Practice approximately 10 months prior to needing them. The Practice then receives a fee for each vaccine taken up by patients in the surgery (usually resulting in the Practice breaking even over the cost). If, instead, patients attend a pharmacy (who get their allocation earlier) for their vaccine, then that pharmacy receives the fee and means the Practice loses out on fees for those patients who go elsewhere.</p> <p>It was agreed that PPG members would assist with marshalling if possible.</p>

	<p>Grounds: A gardener has been engaged.</p> <p>Boundary map: A map showing the boundary where new patients can be accepted from will be displayed both in waiting areas and on the practice website.</p> <p>Waiting areas: The practice is trying to engage a decorator to undertake some painting; new chairs (with arms) will be replacing existing chairs; and photo boards will be updated.</p> <p>Day Lewis Drop Boxes: Planning permission for these has been granted and further updates will be provided regarding the installation date as and when available. The boxes (for patients to collect their medication from) will be serviced by the Day Lewis Pharmacy not the surgery and will be located outside where the bike racks are at present. New bike racks will be put in place when the Drop Boxes are erected.</p>
6. September Speaker	S-J will approach Dr Deborah Lawrence with a view to her speaking to the Group at their next meeting. Dr Lawrence has a special interest in Women's Health and Diabetes.
7. AOB	<p>The PPG display board covering the topic of 'The Menopause' is being put together by MT, ST and AH with the assistance of Bethany Congreave. Members extended thanks to Bethany and to those PPG members involved for the research and compilation of the information.</p> <p>A request had been received from another PPG asking for insight into how Crossley Street PPG undertakes its role. It was agreed that LB should reply with a view to setting up a meeting. PPG members were asked to consider attending.</p> <p>Attracting new members to the Group: It was hoped that the</p>

	<p>printing, displaying and distribution of the Summer Newsletter as well as its availability online would result in an interest in people asking for more information and, perhaps, joining the Group. LB offered to run an informal session for anyone interested as a means of explaining the role of PPGs and how they operate.</p> <p>Members were asked if they might be interested in being involved with NAPP (National Association for Patient Participation). LB had had contact with Dr Patricia Wilkie (President and Chair of NAPP) and it was agreed that a link into a published article by Dr Wilkie would be given to PPG members.</p> <p>A brief discussion took place about 'refreshing' the group and formalising its structure. The members present felt that this was unnecessary and were happy with the way it currently operated.</p>
8. Date of next Meeting	4p.m. Thursday 29 September 2022.