



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 29 September 2022 at 4p.m.

Present: S-J Humphries, Practice Manager
Anita Downie, Reception Manager
LB, AH, TG, KS, ST, AD
JD, BP, JW

Apologies: MT, MB, CS

1. Introductions and Welcome	LB welcomed existing members, introduced three new members, and welcomed Anita Downie.
2. Minutes of previous meeting	Accepted as correct.
3. Matters Arising	<p>Pharmacy Technician: A new Pharmacy Technician has now joined the Practice team and will be starting to streamline and improve systems. Included in this is looking at extending prescription timelines from twenty-eight to fifty-six days. The group welcomed this and looked forward to being kept in touch with progress.</p> <p>PPG Member observing: LB shadowed a receptionist over a morning in the surgery. She read to the members a report she had prepared which comprehensively detailed not only the work undertaken by Receptionists during her period of observing but also told of the dedication, commitment, skill, and knowledge of the Reception Team. She spoke of their patience and care when dealing not only with the huge number of telephone calls into the surgery but also with patients queuing for answers to questions or for appointments to be made. Some patients were unsure, anxious, or upset, but staff diligently, expertly, and compassionately reassured and guided those who needed help. In addition, the Receptionists carried out other work that patients do not see – i.e., arrangements with care homes, checking blood pressure machines, helping with the Dementia Clinic, Death Certificate protocols, appointments for Cytology, Prescription requests, arranging for interpreters, and assistance for disabled patients.</p> <p>LB expressed her admiration for the work undertaken by the Reception Team and the Group members thanked her for undertaking the shadowing and for reporting. In turn, the Group asked Anita Downie to convey their thanks, recognition, and appreciation to her team.</p>

Boundary Map: This is displayed on the practice website by selecting 'About us' from the drop-down menu and scrolling down a short way to reach 'Practice Area'.

Waiting areas: Unfortunately, no progress has been made in engaging a decorator.

Day Lewis Drop Boxes: There is no further information on the installation of the boxes.

Dr Lawrence who had been asked to speak to the Group at the meeting had, unfortunately, been unable to attend.

Flu and COVID Vaccinations: These will be taking place in October. AD contacting volunteer Marshalls.

Feedback on the Display Board: Members again voiced their appreciation for the work done by members on the current display. A suggestion was made that the information remain on the board for a bit longer and that some future topics be explored. LB reminded the meeting that Dr Rickwood had expressed a view that he would welcome the PPG continuing to inform patients of any changes and how the practice operates and then suggested that a good opportunity to do this would be the inclusion of the topic - 'A Day in the Life of our Receptionists'. 'Prostate Cancer' and 'Keeping Well over the Cold Weather' were also suggested. LB emphasised that both forward planning and volunteers were needed.

Request by another PPG for information about how Crossley Street PPG undertakes its role: LB, KS and TG had met with members of the PPG asking for information and had given them insight into how Crossley Street PPG operated. LB agreed to follow up on this by sending them information about areas where specific help could be sourced from - NAPP and from ICB Leeds Support Group whose team would be willing to liaise with their PPG members and Practice Manager.

4. Surgery update

S-J updated the meeting:

A new five-session GP will be starting in October with an interest in Frailty.

The Practice is advertising two Receptionist posts.
In addition to the Practice's existing OT, a new Occupational Therapist will shortly be starting.

There is still concern following COVID about information for patients in the waiting areas being laminated for display. S-J is hoping to soon have a 'behind glass' solution to this.

A new PCN Manager will start work in October.

A new PCN Community Matron (specialising in Frailty) has been appointed and will lead a Frailty Team. In addition, two co-ordinators have also been appointed.

<p>5. Feedback on Meeting of the Leeds CCG PPG Support Group</p>	<p>LB reported on a Zoom meeting of the PPG Network Support Group she had attended online on 6 September:</p> <p>Integrated Care Boards (ICBs) have now replaced Clinical Commissioning Groups (CCGs) as a result of the Health and Care Act of July 2022 with ICB Leeds being part of the Leeds Health and Care Partnership, its main aim being to integrate Health Services.</p> <p>Innovation from ICB: Futuresnhsplatform - an online platform to be shared by everyone working in health and social care. The aim is to exchange, share and learn across the different boundaries of healthcare by using this platform. Adam Stewart (Senior Insight, Involvement and Engagement Advisor for ICB Leeds) has checked it is available for PPGs and if any members want to access it, LB has details; with some PPGs folding during COVID and others struggling to get back together, a list of support that can be offered to PPGs is available via the PPG Support Group (under ICB) – a PPG Energisers Group now meets once a month; and also available is a PPG Tool Kit.</p> <p>LB gave a brief update on a proposed PPG Awareness Week project in 2023 with more information to follow.</p> <p>There had been a presentation on cancer delivered by a member (a former GP) of Alwoodley Medical Centre PPG. An offer had been made for this to be delivered to PPGs in the area.</p> <p>As part of helping PPGs a PPG Outlook.com email address can be set up for members. This is ready to roll out to all practices in Leeds. Adam Stewart has, since August, been contacting Practices. S-J did not recall having heard from Adam but would check this. She would, however, want to know more about the security of an Outlook.com email address before pursuing the proposal.</p> <p>A discussion followed about the need for another email address. PPG already has an email address that AH can access. It was felt that all members using it (or an additional one) might be confusing as this is meant for members of the public to contact PPG.</p> <p>The next meeting of the ICG Leeds Support Group is 16 December.</p>
<p>6. Autumn Newsletter</p>	<p>LB again expressed her thanks to three patients who had responded to the invitation included in the Summer Newsletter to join the PPG and who were present at the meeting. Some topics for the Autumn issue were discussed – flu & COVID vaccinations; the work of the Receptionists and Pharmacist; and a detailed breakdown on the types of appointments undertaken month by month by the Practice. S-J to consider the inclusion of missed appointments. LB asked that items for the Autumn Newsletter be sent to her as soon as possible and, again, expressed the group’s thanks to the Practice Data Quality Team for their assistance.</p>
<p>7. PPG Box Requests</p>	<p>LB asked two questions that had been received:</p> <p>Parking: Is there any chance that an additional parking space for Disabled Badge Holders could be provided? S-J informed the group that due to limited on-site space this was not possible.</p>

	<p>Could Classic FM be played in the waiting rooms? It was agreed that this would not be appropriate as some patients preferred silence. S-J said that the practice was considering the cost and value of installing electronic screens in the waiting rooms.</p> <p>LB offered to contact the patient to give feedback on both issues.</p>
8. Non-attendance at meetings/updating constitution	<p>It was agreed that a meeting in October would be held to discuss Terms of Reference.</p>
9. AOB	<p>Hospital Transport: LB had seen a poster in the surgery about this and decided to check it out for patients by phoning the contact number and to put a note in the Newsletter.</p> <p>S-J added that the service was run by Patient Transport Service (PTS) – Yorkshire Ambulance Service and is for eligible people who are unable to travel to their healthcare appointments by any other means. Information can be accessed online via yas.nhs.uk as well as via the poster in the surgery.</p> <p>It was felt that changing to bi-monthly meetings had led to an increased number of Agenda items and it was agreed that monthly meetings should be reinstated starting in November.</p>
10. Date of next Meeting(s)	<p>4p.m. Thursday 20 October 2022 (at the surgery) to discuss Terms of Reference only.</p> <p>4p.m. Thursday 24 November 2022 (at the surgery).</p>