

Patient Participation Group/1st April 2021 4pm-6pm Zoom meeting

Present: Sarah-Jayne Humphries – Practice Manager Members: LB.ST.AH.KS.TG.MT.AD.CS.JS

Apologies: MB

Resignation: MW

<ul style="list-style-type: none"> • Introductions and welcome 	<p>All- Catherine and Jonathon welcomed back at the meeting.</p>
<ul style="list-style-type: none"> • Minutes of last meeting • MW Resignation 	<p>Taken as read MW has resigned due to family commitments, She sends best wishes to the surgery and for the future of the PPG</p>
<ul style="list-style-type: none"> • Surgery update 	<p>The surgery continues to be Incredibly busy. In the last two weeks visits by patients have doubled increasing the footfall into the surgery. Mondays and Fridays are very busy for phone calls. There have been a couple of complaints because patients couldn't get through to the surgery. This is caused by the phone system which is provided by the CCG and which is limited. The surgery can do nothing about this. Please could patients only ring at busy times such as this if they need to make an appointment for that day and ring when quieter for prescriptions and address changes etc. There are also many ways in which you can contact the surgery to request such changes, detailed on Crossley St web site, reducing the need to call or visit the practice. Reception and admin staff have to deal with some frustrated patients which puts a lot of pressure on them on top of the pressures already felt within the surgery. Morale still remains high however, and there have been lots of April fool day jokes today. There is only one member of staff off sick and that is a GP.</p> <p>IT WAS NOTED BY THOSE MEMBERS WHO HAVE VISITED THE SURGERY HOW PLEASANT THE RECEPTIONISTS WERE AND DIDN'T SHOW AT ALL THE PRESSURES THAT THEY ARE UNDER.</p> <p>6549 vaccines have now been administered which is half of Crossley St patients and 862 have had a second dose. There will be more tomorrow after another session. This is an amazing achievement and the staff are happy to volunteer for the vaccination sessions even though they are tired because it is so rewarding. The patients are so thankful.</p>

	<p>Aileen pointed out that people don't know what goes on behind the scenes with the vaccination programme staff as well as doing their usual job. We would like a message from the PPG to go to our practice staff to let them know how much they are appreciated.</p>
<ul style="list-style-type: none"> • Questions to be added to the agenda 	<p>Please can you let AH know if you have questions for SJ so that they can be added to the Agenda for the next meeting.</p>
<ul style="list-style-type: none"> • Protocol for accessing medical records • How to access immunisation status 	<p>All the instructions for doing this are already on web site. To get full access there is a link to a form to fill in. If it is for medications only it is simple but to access more information it is more complicated and takes longer. Immunisation status will show on this information.</p>
<ul style="list-style-type: none"> • Newsletter 	<p>Change of wording to mention Wetherby Health Centre on Hallfield lane as the place that vaccinations are given. Meeting dates were updated It was agreed that additional mention should be made of the pressures on phone calls and surgery staff.</p>
<ul style="list-style-type: none"> • CCG zoom meeting 	<p>Feedback from the PPG virtual network support group zoom meeting chaired by Caroline McKay from the CCG. There were speakers at this meeting which we thought was much better. Scott Cunningham from LHT. His job is to get feedback from patients' after a hospital visits.. He is trying to raise the profile around their patient strategy and would like to work with groups to see if he can get more information that way. SJ and members have reservations about this and stated that there are many ways that feedback can be obtained already. How would this benefit the surgery or the PPG. SJ thought it would add more pressure on their patients who might not want to be involved. Scott Martin from the Office of National statistics who gave us information on what the census told them and how the information was used. A link to this meeting and the presentations can be sent to any member who is interested Please ask Anne or Liz. Many PPGs are not meeting at all and others can't get members or are not getting help from surgery managers. It is PPG awareness week in June. Date to be advised by the CCG.</p>
<ul style="list-style-type: none"> • NAPP – Community platform • E letter 	<p>LB has had a few reminders that we haven't joined yet. We are keeping this under review but have been reassured that the e-bulletin will continue to be sent out. There had been discussion about changing the NAPP logo but changed very little after consultation with members. LB received an email from Caroline Mc Kay saying the Chairman of the Collingham PPG had asked about joining</p>

<ul style="list-style-type: none"> • Collingham PPG 	<p>us and would we contact him. As members will remember this request came to us before through one of our members but when Liz sent an email she received no reply. She has tried again with the same result.</p>
<ul style="list-style-type: none"> • Pharmacy role 	<p>Sophie The PCN manager joined us to update on the role of the Pharmacists. The roll is changing slightly. The PCN works over 5 practices and the time each gets is dependent upon the size of the practice and their needs. Care homes create a big part of their work for Crossley St. There are 5 pharmacists and one technician in the team, They are having a restructure as to how they work. Now in teams of two with a management structure and a high level pharmacist joining the team. PCN pharmacists are very different to community pharmacists and are very highly qualified. Two can prescribe and deal with minor illnesses and long term conditions. There are PCN priorities especially around the funding</p> <p>Questions-medication reviews how do they decide if a drug is still needed, used etc.? They look at medications at the 12 month point.</p> <p>Medications not issued for a long time steroid creams, inhalers etc The technician does this and determines why they haven't been ordered and reviews.</p> <p>Do they discuss side effects and when to see a GP? This is done after an annual review. They ask that a review is not asked for unless all relevant investigations have been undertaken. If done they will then ask questions of patients depending on what they are taking. If more than 8 medications it becomes a complex review and more tests needed-.maybe with a nurse.</p> <p>The pharmacists are more than qualified to change to a different medication if some are not available. Do they add medications that come from an outside source such as consultant? Generally Consultant letters would be seen by the pharmacist and any new medications added to repeat prescriptions.</p> <p>This is not a full time job at Crossley St but after the restructure they will be allocated 64 hours a week. Their work is Invaluable to GPs because it means they can focus on the care of patients more. The money for providing PCNs comes from NHS England not the surgery.</p> <p>The PPG would like to say a big thank you to Sophie for giving up her time to join us</p> <p>Can some of this go into the newsletter or maybe on the board when we can resume using this. The last board display was about the journey of a prescription. We could include it in a board about all services provided by Crossley St Surgery.</p>
AOB	Thanks SJ for the updates about the surgery. We really appreciate how busy you all are.
Next Meeting	29/04/2021 4-6pm <u>Zoom meeting.</u>