

Patient Participation Group/ 24/02/2022 4pm-6pm

Present: Sarah Jayne Humphries – Practice Manager

Apologies: CS, JS, MB

Resignation:

In attendance: LB, ST, KS, AH, AD, MT, TG

1. Introductions and welcome	All
2. Minutes of last meeting	Accepted and covered in the next section
3. Appointments - Reception Manager	<p>Following the enquiries at the last meeting, the Reception Manager came to clarify the procedure for booking appointments now.</p> <ol style="list-style-type: none"> 1. Ring at 8am if needing an appointment. Preferably this is for patients needing an appointment that day. There may be a long wait on the telephone with no guarantee that you will get an appointment. Any urgent appointment needed will receive a phone call from the duty Dr if there are no face-to-face appointments left. 2. There are some appointments embargoed for advance bookings 10 working days ahead which are released at 8am at the same time as all other appointments. These are soon filled. 3. If possible, ring later in the day for any other reason such as seeing a nurse or physiotherapist, pharmacist etc. 4. Please, if you can, give the receptionist a brief description of the problem so that she can direct you to the right person. 5. It is not always possible to see the same Dr, but if a specific Dr wants to have a follow up appointment with you, he/she will make that appointment whilst you are in the surgery. 6. The surgery is looking at time slots for ringing for test results 7. If necessary, there is the option of being seen at the Hub in Wetherby Health Centre on a Saturday morning, where Crossley St have several slots. This session is shared by the PCN

	<p>8. EConsult is being considered, maybe for the future.</p> <p>9. Hopefully when demand goes down there can be a return to online booking.</p> <p>10. There needs to be ways of letting patients know what the system is for booking. Hopefully using social media and newsletters will help.</p> <p>11. The number of calls allowed to come in has increased and patients are told where they are in the queue. There has been positive feedback from this.</p> <p>12. Somebody else can ring to make an appointment when the patient is unable to for whatever reason.</p> <p>13. Minor ailments can be dealt with at a pharmacy.</p> <p>14. Nurses are working on appointments 2 months ahead so it's not necessary to ring at 8am</p> <p>15. At the moment there are 12 GP's (working sessions over an average 3-5 days) and 2 fixed term Locums.</p>
4. Surgery update	<p>1. All staff who were off suffering from Covid are now back.</p> <p>2. New GP starting 1st April covering on a locum basis and doing 3 sessions a week on a regular basis.</p> <p>3. Spring Covid vaccinations - top ups for the over 75's, immunity suppressed and care home residents in early Spring. There is no definite date yet and discussions are ongoing. When a decision is made it will likely be on the news and the surgery will post on social media and the website. It might have to be Saturdays if done as a collaboration because the Health centre will not be available during the week.</p> <p>4. A query about the Menopause – The PPG board could be used to support the present national campaign. There is a GP in the surgery who deals with women's health. There has been an increase in enquiries about early onset menopause.</p>
5. PPG Boards	<p>Board to be changed. Most likely a big thank you to Crossley St staff for all their hard work during the pandemic and the stress that they have been put under. We really do appreciate what they have done. Also, now we can print the newsletter, put some on display. Masks still need to be worn in the surgery.</p>
6. Newsletter	<p>New newsletter is nearly ready and will include the appointment information.</p> <p>AD suggested a question-and-answer section.</p> <p>ST will deal with the layout on return from her holidays</p>
AOB	<p>LB passed on a comment from a patient praising the treatment that they had received at the surgery. They couldn't fault anything.</p> <p>Request from a nurse to think ahead if planning on travelling and not leave it until the last minute to request vaccinations etc.</p> <p>TG's change to online ordering of prescriptions is having an excellent result. To reorder log onto Crossley St (I presume you have to let them know that you are using them) or the App (Pharmacy2U), request the drugs. An electronic prescription released that day or the day after and they arrive 24-48hrs later</p> <p>Some people have no trouble with Day Lewis.</p>
Next Meeting	<p>31st March 2022 4-6pm Then the last Thursday of each month the meetings will be face to face as soon as possible. Watch this space.</p>