

Patient Participation Group Meeting via on line Teams 25/11/2021 4pm-6pm

Present: Sarah-Jayne Humphries – Practice Manager LB, ST, AH, AD, KS, MT, TG,

Apologies: MB, CS, JS

Resignation:

In attendance: Hannah Farthing - PCN Care Co-ordinator – Frailty team

Bethany Congreave – IT Administrator

1. Introductions and welcome	All
2. Minutes of last meeting	Taken as read
3. Hannah Farthing	<p>Hannah gave us an insight into the role of the frailty team. The Frailty Team (Care Co-ordinators (CCs)) work for the PCN providing support for patients in the surgeries. Hannah works at Crossley St on a Wednesday and Julie Freeman on a Thursday. The CCs check in most day for any messages and/or emails, using a triage system to ensure patients are signposted appropriately so that they receive the correct package of care. Patients or Carers can contact the surgery directly if they feel they need help and they will then be referred to the Frailty team from there if deemed appropriate. All current members of the team have worked with patients at GP surgeries previously and have received further training since joining the PCN in their new roles. The teams are also supported by a clinical team made up of experienced clinical professionals across a spectrum of roles.</p>
4. Bethany Congreave	<p>Bethany came to answer the question raised regarding the My GP App which was raised by one of the PPG members who knows somebody from a different GP surgery, who is only able to make an appointment at her practice using this App.</p> <p>Bethany explained that there were a number of Apps like this available and most of them mirrored what we use at Crossley Street– Systmonline. Any of the approved Apps can be used by a GP surgery and is their choice.</p> <p>AD pointed out that Prescriptions can be ordered online through the NHS App as well if patients have this facility to do so</p>
5. Surgery update	1 One more flu clinic on the 9th Dec. The uptake has not been as good as expected.

	<p>2 Covid clinics will continue weekly until the end of January. After that patients will need to go to one of the hubs. The clinics have been going well but the timings have changed to one longer session in the morning because it was difficult to get volunteers in the afternoon. (some sessions have been cancelled since we had the meeting December 4th and 18<sup>th</sup>)</p> <p>3 There was an issue on Monday between 7am and 2.30 pm when there was a total power failure due to a car crashing into a Virgin media box on York Road which was completely demolished. Everything at the surgery had to be done manually which slowed down appointments and there was no IT system or phones etc. The staff coped magnificently but it did cause frustration for patients. Notices were put onto social media platforms to inform patients.</p> <p>4 The surgery has one new partner – Dr Nick Bennett and a new salaried GP Dr Ruth Hodges.</p> <p>5 Day Lewis – to try and prevent queues forming in the surgery and blocking the entrance Day Lewis are</p> <ul style="list-style-type: none"> <li>a. staggering flu injections</li> <li>b. Looking at providing a ‘Dropbox’ type system where patients are given a unique number and will be able to collect their medication from the box. Consideration is presently being given to where this box can be located.</li> </ul> <p>A Question was whether DL take back empty inhalers. This was brought up during a telephone call with the surgery pharmacist. The question needs to be asked of DL.</p>
6. PPG Boards	It is possible at the moment for us to go into the surgery wearing a mask to change what is on the board. We need to decide on a subject.
AOB	<p>Q. Patients who have blood tests to ascertain whether they should take their medication or not. How quickly can these patients book a blood test and when will they get the result.</p> <p>A. Any patient who needs regular blood tests like this will have their next appointment made at the time they are having it. The samples are picked up by couriers from both Leeds and Harrogate and usually in these cases have to be tested the same day and the surgery will get the result. If there is any abnormality this will be flagged up and a GP will contact the patient.</p> <p>S-J sometimes takes them in early evening if the courier hasn’t made it to the surgery.</p> <p>The question regarding reactions to the covid vaccine has been answered on the NHS site. MT doesn’t remember being informed by anybody what reactions there might be. S-J pointed out that they can be so varied that its not possible to go through them all. The best place for people to look is on the Gov. website which has lots of information and is kept up to date. If at all worried contact a GP.</p> <p>Any reactions can be reported on line on a yellow form for the benefit of the manufacturers.</p>
Next Meeting	<p><b>27<sup>th</sup> January 2022 4-6pm in the upstairs meeting room. Crossley St Surgery or by Teams on line S-J to confirm ( Due to the current situation it may not be possible to meet in the surgery)</b></p>