

Patient Participation Group zoom meeting 27/05/2021- 4pm-6pm

Present: – SJ Practice Manager, AH, LB, KS, TG, MT, AD

Apologies: MB, ST, CS, JS

1. Introductions and welcome	All
2. Minutes of last meeting	<p>Card sent to MB; her operation is scheduled for the 21st June.</p> <p>List of suggestions for future meetings sent to SJ. This is not a definitive list and other items can be added if required, Please let AH know in good time if there is anything to add so that it can be added to the agenda and SJ informed in time for her to prepare an answer.</p> <p>More information from LB about NAPP under item 5 on the agenda.</p> <p>TG asked about a letter from NHS digital relating to the releasing of patient data to a third party.SJ had been unaware of this until today and is not sure what data is required and for what reason.</p> <p>Patients have been contacting the surgery withdrawing consent for this and it is being recorded in their records .SJ will try to gain more information for the next meeting.</p>
3. Surgery update	<p>The surgery is busier than ever which is putting pressure on all staff. This morning receptionists and others spent an hour and a half taking phone calls for appointments. There is now more face to face appointments, but patients are bringing more than the one problem the appointment was made for and are becoming more demanding. This extends consultations with the knock-on effect of causing delays for patients who have been given appointment times. Drs are reminding patients that they came about one problem and directing them to alternative sources of help if appropriate.</p> <p>Receptionists are now using a triage sheet to decide whether a face to face consultation is required or a telephone call.</p> <p>It seems that whatever the staff do it is not enough. They are working overtime and are one of the only surgeries that didn't close its door throughout the pandemic. Staff are now working 5 hour shifts</p>

	<p>because any longer is too stressful. It is understood that people get frustrated with the situation, but it is not acceptable when individual members of staff are picked out for criticism. A suggestion that the patient list should be closed is morally not feasible either. They are providing an NHS service and lose patients as well as gain them, so numbers do not necessarily increase massively. Staff recruiting is under way including a Dr to replace one who is leaving.</p> <p>Any suggestions as to how to deal with the situation would be gratefully received because there is literally nothing else that can be done by staff.</p> <p>Suggestion for a morale booster for staff– when and if the PPG can get back into the surgery maybe we could have a thank you event, on the same lines that we had for the NHS 70th anniversary. This could line up with the current newsletter at the time and hopefully the positivity would override any negativity that is out there. The board could also be used for this purpose.SJ is hopeful that if the restrictions in place at present are lifted at the end of June the surgery would be open for an event by August. The best thing now is to not respond to negative comments on social media.</p> <p>The vaccination programme has been a great success. The 12th June will be the last clinic AZ clinic and any second Pfizer vaccines will be held on the 25th June but no first ones).. After that patients will be able to attend one of the vaccination hubs. There may be one in the Town Hall but that hasn't opened yet. This will be a pharmacy run clinic. The hubs are dependent upon vaccines being available. Patients may need to go online or ring 119 to find out where is available for them. There is also a pharmacy run centre at Lidl in Knaresborough.</p> <p>Some younger people are choosing not to have the vaccine but there are a lot of DNA amongst older people as well.</p> <p>Our PCN have vaccinated in Jan at least 8,558 with both vaccines and 5877 of these were Crossley St patients.</p> <p>There has been no information yet about whether a booster dose in Autumn will be necessary.</p> <p>There is no plan to change the monthly supply of medication. This is to prevent as much wastage as possible. The surgery has often had large amounts of drugs returned by people clearing out a relative's home.</p>
<p>4. Suggestions for future PPG meetings.</p>	<p>SJ is quite happy with the list and would find it useful if we let her know in advance which one, we want to discuss. Please inform AH as already stated.</p>
<p>5. NAPP</p>	<p>LB has had a reminder that the yearly membership fee is due We can only do this through the Community platform now and so we have to decide if we want to continue with it The feeling is that we should, at least for a year, to see how it works. LB will join but if anybody else wants to be the lead or just join as a member that's fine. Up to 10 members can join from a group and accessing it for information is fine but if wanting to join a chat it should go through the group first. It is also a useful platform for lobbying MP's particularly about NHS changes.LB will forward how to join to those interested, just let her know. The majority consensus was that we should go ahead and join the</p>

	Community platform.
AOB	<ul style="list-style-type: none"> • Summer Newsletter – Any suggestions for inclusion. To include a thank you to the surgery staff and notice that once the surgery is open again a thank you event will take place. We should also involve the local radio and newspaper so that it can be advertised. • The last CCG PPG meeting information arrived only two days before and was too late to be circulated. The next one is Thursday 22nd Sept. 6-8pm via a zoom meeting. • NHS APP. (not the Covid reporting one) – This has been tightened up around identification and a photograph of a passport or driving licence is now required plus a selfie which when submitted triggers a code being sent to you. This must be returned either attached to the selfie or spoken with it. You are then able to access your records, if you have been through the protocol with Crossley St already, and your Covid status using a password or face recognition. There is a message saying because of high demand there could be a seven-week delay for verification although LB received hers the next day. People maybe wanting the covid information in case they are asked to prove their status although this shouldn't happen. <p>Crossley St surgery is encouraging people to download the app if they want to have their vaccination status. It also has a travel element to it. Unfortunately, it is only supported by the latest phones, but the information can be obtained by ringing 119 and a paper copy will be sent out.</p> <ul style="list-style-type: none"> • MT asked about 5-minute appointments. Crossley St only give 5-minute telephone triage appointments for those made on the day unless the Dr thinks that longer is required. All pre - booked appointments are for 10 minutes. Appointments are not offered more than 3 weeks ahead (they are taken quickly though) and If a specific Dr is requested it maybe a longer time before an appointment becomes available. This can be done online or on the telephone. (I think there was a misunderstanding here and the question was referring to the suggestion that in future GP appointments would only be 5 minutes. This was brought up before)
Next Meeting	Next zoom meeting Thursday 29/07/2021