

Patient Participation Group 29/7/2021 4pm-6pm

Present: S-J – Practice Manager LB, AH, ST, KS, TG, MT, CS

Apologies: AD, MB, JS

Resignation:

In attendance:

1. Introductions and welcome	All
2. Minutes of last meeting	Taken as read
3. Surgery update	<p>Workforce restructure - reception and admin. Two new receptionists and 3 more administrators undergoing training. These amount to an additional full time equivalent in each of the teams. An advert is out for 1 maybe 2 new GP's but not before November. One new GP starting in November hopefully, just waiting for confirmation. This is an over recruitment of GP's. Training staff takes people away from their jobs slowing things down further and so patients need to be patient through this period.</p> <p>Question about the data produced re the patient questionnaire where some people felt that Crossley St didn't come out well. S-J looked into this in detail in the questionnaire and has sent a message to the team to say that they have done exceptionally well considering it was the last 12 months. In 16 out of 18 areas asked about, Crossley St came out above the national average. The two areas where CSS scored below the NA were</p> <ul style="list-style-type: none"> • getting through on the telephone • being able to see a Dr of choice <p>The person who originally set up the phone system is coming back to try and sort the on-going issues with the phones or update the system to ensure it is fit for purpose as there has been many changes over the last 18 months.</p> <p>The surgery do their best to arrange a specific GP if they can but it isn't always possible Liz felt that the results of the survey might not be significant because it was not certain that like for like was being measured. SJ compared with national average only and we did well there being above on most questions.</p>

- Flu and covid vaccines. The surgery was asked to make a decision as to whether they would be signing up as a PCN or as an individual surgery. No further information was given about the programme and a decision was needed the same day. All 5 practices have agreed to sign up although reluctantly. The programme is due to start 6th Sept and end 12th Dec. The covid vaccines will be given at the Health centre as before and the flu at the surgery on Saturdays when not at the health centre. This is all additional work over and above the normal which is already behind schedule. It is also holiday season with 2 to 3 staff off at a time putting more pressure on those still at work.
- It won't be possible to combine the two vaccinations at the same time due to the differences in the delivery dates of each vaccine
- Crossley St surgery alone will have a combined total of 7661 thousand patients to vaccinate with either/or the covid booster and flu, and consideration of the impact this has on the surgery above and beyond the normal working day is often neglected CSS feel that they have a duty of care to their patients and should be administering the booster due to many factors, however, it take an awful lot of additional work and goodwill from staff, especially given the last 18 months.
- The surgery is maintaining the covid restrictions at the moment apart from removing the barriers at reception which is double screened and so safe.
- Day Lewis have been asked to continue with patients waiting outside for prescriptions to avoid congestion in the surgery.
- The vaccine programme is doing what was intended and keeping the numbers being admitted to hospital as low as possible.
- If the PPG members can help in any way with the vaccinations S-J will let us know.
- All appointments will continue to be online for the time being with patients being seen face to face if necessary.
- Creating a group of surgeries that work together with a central hub wouldn't be possible because each surgery works in a different way.
- Dr Salisbury's director role within the PCN.

Dr Salisbury took on this role for 4 hours a week along with a Dr from another practice who also had 4 hours. There turned out to be far more work than could be achieved in the time and so when up for renewal Dr Salisbury decided to step down

	<p>and the second Dr took on all the hours. This role is the PCN role. The CCG is due to disband within the next two years and the PCN will take over some of their role but is not big enough to do all that the CCG does. Therefore, it is felt that the equivalent of the CCG will appear under a different banner.</p> <ul style="list-style-type: none"> • Opt out forms- no more received by the surgery. There has been no further information about it, and it appears to be something that rears its head every year. Patients can opt in or out when they fill in a registration form on joining the surgery. They can change the decision at any time by contacting the surgery or using the opt out form. It seems that these are not easily available. Any sent in are scanned and added to patients' details. Please submit a form if not sure what you have said in the past. <p>PPG members explaining the problems that the surgery is encountering, to members of the public, can use a short note that S-J has written and can be found on the website and social media sites.</p>
4. PPG Boards	
NAPP	<ul style="list-style-type: none"> • Liz, Sue and Anne have joined so far. Anybody else interested please contact Liz who can explain the procedure for doing this. • The fee for the group joining NAPP is paid by the surgery.
5. Newsletter	<p>Any suggestions very welcome. The Newsletter still can't be printed and placed in the surgery but will be online.</p> <p>Items so far</p> <ul style="list-style-type: none"> • update on vaccinations • thanks to staff etc • survey and good points • new database opting out
AOB	<p>SJ is looking into obtaining a business Zoom account in order that more than 3 can attend for more than 40 mins, SJ will update us at the next meeting.</p> <p>If anybody has any questions between meetings contact SJ. She in turn will let us know anything of interest that comes her way (please can you let us know if you do ask questions so that all members are aware)</p>
Next Meeting	Next zoom meeting 30th September 2021