

Patient Participation Group Meeting -7th October 2021- 4pm-5pm

Present: S.J. Practice Manager

Apologies: AD, KS,

Belated apologies CS, JS, MB

Resignation:

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

1. Introductions and welcome	All
2. Minutes of last meeting	Nothing to report from the last meeting. Any issues will be explained by S.J.
3. Surgery update	<p>1) Covid boosters started on the 9th October from 8.30 – 6.30 at which over a thousand people attended. These clinics will continue to take place every Saturday at the Hallfield Lane Medical centre until 18th December. Volunteers will help with wheelchairs if required. (There was a shortage of volunteers on Saturday, so if anybody can help they would be welcome). More clinics may be required in the New Year. All boosters are the Pfizer vaccine. The fact that a patient has had the booster will not currently show on the NHS app. The initial two vaccinations will still show though. The booster, however, will be registered on each person's medical record. Unfortunately, some people were confused about whether it was the flu vaccination or the Covid. Staff in the clinic will always make sure that people know what they are receiving.</p> <p>2) Flu vaccines started taking place at Crossley St Surgery on 9th October from 8.30am to 3pm with another session on the 16thOctober. There will not be any more until the 6th November because of delivery problems. Some patients have had both vaccinations on the same day.</p> <p>3) Staffing at Crossley Street Practice Drs – 1 new partner – Dr Nick Bennett has worked at the surgery before and is looking forward to coming back to work at CSS at the end of November. 1 new salaried Dr – Dr Ruth Hodges starts of the 13th December. Dr Steph Bellamy who started in September is also returning having worked at the surgery before. Other staff - 2 receptionists started July/August and 2 more starting in October.</p>

	<ol style="list-style-type: none"> 4) Telephone system – due to the very high pressures on Primary Care it has not been possible, yet, for anybody to come and reconfigure the system. They will come as soon as possible. 5) Face to face appointments. More patients are being seen face to face but there has been a misconception that Drs haven't been seeing patients. The surgery has never been closed and patients have been seen face to face throughout the pandemic and over the last 18months. Triaging has taken place over the phone during the pandemic and many things can be dealt with in this way. This will probably continue. Anybody needing to see a Dr has done so.
AOB	<ol style="list-style-type: none"> 1. Liz reported that there had been a PPG support meeting when a pharmacist had given a talk about some research taking place with regard to how patients dealt with their medication. e.g. Did they know what it was, did they take it etc. Some of this work can be done without consent and they would be requesting information from surgeries. (They would need patient consent for this) 2. LEEDS CCG Big Chat is on again Thursdays 11am -2pm if anybody wants to join any on line Liz can give you the link. There is a meeting in Wetherby town Hall 21st October. 3. Despite everything, staff moral remains good in the surgery. They continue to support each other and ignore all the bad press and negative phone calls. 4. Prescriptions and Day Lewis – it is acknowledged that the surgery has no connection or control over the pharmacy however, there seems to be problems there when trying to get prescriptions. S.J. is aware of the problem and the impact it is having on them. There is a crisis with staff leaving and bank staff not being regular workers there. The size of the pharmacy makes for difficult working conditions, and the higher demand puts pressure on staff, who have also received abuse. All this is impacting upon the surgery because patients waiting for prescriptions are taking up seats, blocking doorways. Also patients are ringing up and not getting an answer from the pharmacy (who have had up to 100 calls on their answer facility and nobody spare to answer return them) Pts then ring the surgery who can't transfer calls because it is a different phone line. Neither do they have time to take messages for Day Lewis. S.J. has been in contact with Day Lewis headquarters but it seems that the best advice for patients is for them to complain directly to the Headquarters themselves. If enough do complain direct things might improve and the Day Lewis staff might get more support. 5. Hopefully we will be able to return to having face to face meetings in the surgery early next year if all goes well. The rules are slightly different for meetings in clinical buildings so we need to wait and see.
Next Meeting 25 th November 2021	Via Teams 4pm – 5pm S.J. will answer questions or give information anytime, if necessary, and relevant to the PPG but please let the group know if you are bringing up an issue.