



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 19 January, 2023

Present: S-J Humphries, Practice Manager
LB, AH, KS, TG, MT, ST, JD, AD

Resignations: BP, JW

1. Introductions and Welcome	LB welcomed members and informed the meeting of two resignations.
2. Matters arising and approval of Minutes	<p>Decorating of waiting room: A decorator will be starting work on 21/22 and 28/29 January and new chairs will be put in place following the completion of the work.</p> <p>Day Lewis Drop Boxes: S-J informed the group that progress was being made and that it is hoped the boxes will be installed on 21 February.</p> <p>Glass Display Cabinets: These have been ordered and will be installed following the decorating work being completed.</p> <p>ICB Leeds Support Group Outlook email address: No further progress had been made on this but members felt they were happy with the existing arrangement.</p> <p>ICB Patient Survey: Nothing further had been heard about this. It was felt that an independent survey by Crossley Street Surgery would be useful and efforts would be made to draw up a list of questions using a recent NHS England survey as a starting point.</p> <p>Entrance Pad: The fault still exists but has become somewhat intermittent and is possibly an electrical fault. Efforts are still being made to find a company who can help with this.</p>

	<p>Winter Newsletter: The Winter Newsletter had been put together and had been made available to patients at the Christmas Jumper Day.</p> <p>Suggestion Forms: The wording near the box has been changed but because the two forms currently being displayed/used are very similar, ST suggested that only one form be used now but felt further discussion was needed on the content. It was agreed this should take place separately.</p> <p>Accommodation of refugees at the Mercure Hotel: At the moment an independent service commissioned by the NHS is responsible. The surgery has signed up to be part of a Doctors of the World Initiative - 'Safer Surgeries' and practice staff are undertaking training to help meet the needs of both refugee patients and of people arriving under different circumstances.</p> <p>The Minutes of the meetings from 29 September and 24 November, 2022 were approved.</p>
<p>3. Surgery update</p>	<p>S-J spoke about the hope that the Day Lewis Drop boxes would help with the footfall within the surgery but accepted that they would not make any difference to the on-going parking issues. This has recently been very problematic with drivers parking on the yellow boxes and preventing ambulance access.</p> <p>NHS England is introducing a new clinical platform called PATCHES and implementation has already started. Several PPG members present offered to be used to test the system.</p> <p>Appointments in December: a total of 5,492 appointments were made. 2,494 of these were face-to-face appointments, 705 telephone appointments, 854 acute on-the-day appointments, 204 home visits, and 1,235 Nurse/HCA appointments.</p> <p>The number of appointments where a patient did not attend was 90. Of these 56 were with a GP, 19 with a 19 HCA and 15 with a Nurse. This represents a total of 18.5hrs.</p>
<p>4. Proposed letter to M.P.</p>	<p>Following Alec Shelbrook MP's communication with constituents indicating his commitment to 'spearheading a campaign to raise awareness and increase the diagnosis of women's health issues in local NHS services' LB read a draft email inviting Mr Shelbrook to meet with PPG members, the Practice Manager and clinical staff at the</p>

	<p>surgery. The email draws his attention to the fact that Crossley Street Surgery is one of the largest practices in his constituency and asks him to contact LB with his available dates for a meeting.</p>
<p>5. Terms of Reference update</p>	<p>AH reported that the final draft of the PPG's Terms of Reference had been circulated to members. The document was approved by members and by the Practice Manager. It was agreed that AH would send a copy of Crossley Street PPG Terms of Reference to Adam Stewart (ICB Leeds Support Group). It was also agreed that a further meeting would be held to review and amend the Information Pack given to new members joining the PPG.</p>
<p>6. Suggestions and Plans for Notice Boards</p>	<p>LB raised the topic of an item in the national media concerning pressure on GPs and other practice staff, the abuse they receive from patients and the frustration about not being able to give patients the care/time they need. S-J responded, indicating that while Crossley Street GPs are under pressure that abuse was kept to a minimum due to the surgery's strict policy on abusive behaviour. S-J felt that the staff in the surgery supported each other well and increasing the GP cohort had helped with the pressure. However because of the size of the practice and because it is responsible for the town's care homes and local prisons, the admin work associated was immense.</p> <p>LB thanked S-J for her response and felt that the PPG Board might convey a positive message to patients about what our practice does. Members felt that communication between practice staff and patients was essential and could be helped via the PPG Board.</p> <p>MT suggested that at the beginning of the year, a plan might be made about what topics the noticeboard might display throughout the year so that at each changeover, those members undertaking the job would be prepared for the next topic.</p> <p>It was suggested that for the first display of 2023, the topic should cover making patients more aware of what different services the surgery provides with a possible title 'How you can best use your Practice and help it to help you'.</p> <p>Other suggestions for later in the year were: Men's Health; Sepsis; Smear Tests; Diabetes; Accessing Technology; Cancer Screening; Diet; Skin Cancer; Wounds; Alcohol and Substance Abuse; Physiotherapy; Podiatry, Mental Health. S-J to provide ST with a list of services provided by the Practice. It was agreed that the Notice Board should continue to be an item included on future Agendas.</p>

7. AOB	<p>Sharing of information between Crossley Street PPG and other PPGs in the area: It was felt that as long as the focus of each PPG remained on their own practice and patients and that the sharing of information was about common local area issues and not specific practice issues, that this could take place.</p> <p>AD raised the topic of PPG Minutes currently held on the surgery website (47). It was agreed that as Minutes are archived by the surgery system, these should be downloaded to a memory stick and only six months of Minutes retained in the future. AD will add future Minutes to the memory stick following their approval and will also then ask BC to add them to the website.</p> <p>It was agreed that at the meeting to discuss information to be provided to new PPG members, a discussion could take place at that time about a combined form to cover Suggestions/Membership of PPG.</p>
8. Date of Next Meeting	<p>4 p.m. Thursday 16 February, 2023. Meetings throughout the rest of 2023 will be held on the third Thursday of every month with the exception of August and December.</p>