



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 18 January 2024

Present: LB, AH, JD, ST, KS, MT, AD

Apologies: TG, PG, S-J Martin

In Attendance: Bethany Martin (Senior Data Administrator)

1. Welcome and Apologies	LB welcomed members of the Group and Bethany Martin to the meeting and gave Apologies on behalf of those unable to attend.
2. Approval of Minutes	The Minutes of the group's November 2023 meeting had been approved in December and are on display in the surgery and on the practice website.
3. Matters Arising from the Minutes	<p>Car Parking: Signs not yet erected. It is hoped the new system will soon be operational.</p> <p>Comfort Message: New call-back software will soon be installed which will allow patients ringing the surgery to elect for a call back in preference to being held in a queue. This will result in fewer repetitions of the comfort message.</p> <p>Message in a Bottle: Frailty Co-ordinator now aware and happy that the bottles are being distributed in the community.</p> <p>Winter Newsletter: A special issue concerning the recent patient survey had been produced and distributed before Christmas.</p>
4. Surgery Update	<p>AccuRx: Weekly figures indicate that on Mondays the number of triage forms submitted ranges from 150 to 200 with the remainder of the week ranging from 100 to 120 per day. Discussions are currently taking place about the possibility of 'capping' the number of forms on busier days. Predicting what will come in on any one day is hard to do (and shows no pattern) so the 'capping' would be a response by GPs to the numbers of forms being submitted. Patients will be advised of this on the day on the AccuRx page but will still be able to ring into the surgery to speak to a Receptionist in the same way as currently happens following the mid-day cut off. The Practice website and Facebook page will inform patients if and when this new system is implemented.</p> <p>From February, Reception will be taking over assisting the triaging GP with the administration function of the AccuRx triage.</p>

	<p>Staffing: All teams are currently fully staffed. One receptionist will be returning following maternity leave in February.</p> <p>Appointments in December: A total of 5,178 GP and Nurse appointments were made. 1,412 were Nurse/HCA appointments, 2,096 were face to face, 563 were telephone appointments, 922 were triage appointments and 185 were home visits. The number of appointments where a patient did not attend was 91. Of these, 46 were with a GP, 19 with a Nurse and 26 with an HCA and represent a total of 21 hours.</p>
5. Display Board	<p>Various topics were explored. Following a concern from a patient about navigating the AccuRx page online, it was agreed that a display not only about how to complete the form but also about what then happens would be useful and would be the next topic. No date was fixed for this</p> <p>A discussion took place about an information sheet being sited near to the Practice tablet (sometimes used by patients completing the AccuRx form within the Surgery). It was felt that this would be helpful. BM agreed to produce one for display.</p>
6. AOB	Rural patients and mobile phones. It was agreed that this be carried over to the February meeting.
7. Date of Next Meeting	4 p.m. Thursday 15 February 2024.