



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 15 June 2023

Present: LB, ST, TG, MT, AD

Apologies: AH, KS, JD, S-JH

Attending: Eliza Venizelou (Data Quality Manager) and Bethany Congreave (Senior Data Administrator)

1. Welcome and Apologies	LB welcomed members and gave Apologies on behalf of those members unable to attend.
2. AccuRX Appointment System	<p>Bethany Congreave demonstrated to members the process that patients are taken through in order to direct them to the appropriate member of the Practice staff. Both Bethany and Eliza gave positive feedback on how the new system is working. Members felt that feedback received from individual patients was also positive.</p> <p>The group thanked Bethany for attending the meeting and for answering their questions.</p>
3. Approval of Minutes	The Minutes of the Group's May 2023 meeting were approved.
4. Matters Arising from the Minutes	<p>It was agreed that some Matters Arising from the May meeting be held over until the July meeting.</p> <p>Volunteer for Display Board: A volunteer is still needed.</p> <p>COVID Clinics: These clinics had gone ahead as planned.</p> <p>ICB Webinar: Unfortunately, ST had not been able to participate in the session.</p>

5. Surgery Update	<p>New website: It is hoped this will soon be live.</p> <p>Staffing: Three new receptionists have started, two who have been in post for a few weeks and one who has just started. In Admin, one new member of staff has already started and another will start in early July. The appointment of a further Receptionist is on-going.</p> <p>Winter flu vaccines: Although it was still too early to have information about these, it was not felt this year would be any different to previous years in that clinics would be held.</p> <p>Holiday Season: The Practice will – as it does every summer – find the holiday season particularly busy with members of staff taking annual leave.</p> <p>Appointments in May: A total of 4,859 appointments were made. Of these, 2,193 were face-to-face appointments, 523 telephone appointments, 747 were triage appointments, 145 home visits and 1251 Nurse/HCA appointments.</p> <p>The number of appointments where a patient did not attend was 88. Of these, 39 were with a GP, 17 with a Nurse and 32 with an HCA. This represents a total of 18 hours 50 minutes.</p> <p>(These figures were not reported in the meeting but are taken from the Practice website).</p> <p>The Group thanked Eliza for attending the meeting and for giving the Surgery Update.</p>
6. Repeat Prescription Problem	<p>A communication from a patient had been received concerning delays with repeat prescriptions. LB read the message to the group and Eliza explained how the process worked from a patient's request into the Practice and then on to their chosen pharmacy. The group was unable to reply to the patient as he/she had not left contact details but it was felt that the system within the Practice worked well with the individual needs of patients being dealt with efficiently. LB suggested that she would include an item on this in the Group's Summer Newsletter.</p>
7. Summer Newsletter	<p>LB putting together the Newsletter and would welcome any contributions.</p>
8. AOB	<p>There was no other business.</p>
9. Date of Next Meeting	<p>4 p.m. Thursday 20 July, 2023. Meetings throughout the rest of 2023 will be held on the third Thursday of every month with the exception of August and December when no meeting will be held.</p>