



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 24 November 2022

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

Apologies: KS, TG, BP, MB, JW

Resignations: CS, JS

1. Introductions and Welcome	LB welcomed members and expressed her concern about those unable to attend.
2. Surgery Update	<p>S-J updated the meeting:</p> <p>New Pharmacy Technician is settled in and is working predominantly on extending prescription timelines from twenty-eight to fifty-six days. This will take some time to implement.</p> <p>Waiting room: Getting a decorator has proved to be very difficult but there is hope someone who has been recommended will quote for the work and be able to make a start in the new year. Once the work is completed, the 24 new chairs (with arms) which are on order will replace the existing ones.</p> <p>Day Lewis Drop Boxes: Planning permission still on-going. ST offered to share with members a photograph of pharmacy boxes she had seen elsewhere.</p> <p>Dr Sophie Bennett who is the new five-session GP has started. Her area of interest is Frailty.</p>

Dr Jonathan Thompson has been appointed to a six-session GP post. His area of interest is Dermatology.

Megan Dodgson - the new Community Matron for the PCN – has started in post and is heading up the Frailty Team.

Juliette Martin – the new PCN Manager – has started in post. Her experience lies in commissioning and recruitment (two new virtual pharmacists have been recruited) and she will work closely with the new Frailty Team. A new first-contact Physiotherapist, two Clinical Care Co-ordinators, and a further Occupational Therapist have also been appointed and will be shared across the five GP Practices in the area.

Two new Receptionists have been recruited and will join the practice shortly.

A new Occupational Therapist (Naomi Elvin) has started and will be working with the Practice's existing OT Alex Greaves.

COVID and Winter 'flu' vaccinations: 3,192 patients were vaccinated with the Winter Flu Vaccine and 1,801 with the COVID booster. 2,448 of these patients were 65 and over, 422 were under 65 (between 50 and 64), 175 between 18 and 49 and 147 under 18.

The 'behind glass display cabinets' are on order for the waiting rooms.

Appointments in October: a total of 5,215 appointments were made. 2,050 of these were face-to-face appointments, 749 telephone appointments, 753 triage appointments, 185 home visits, and 1,478 Nurse/HCA appointments.

The number of appointments where a patient did not attend was 85. 24 of these were with a GP, 36 with a Health Care Assistant and 25 with a Nurse. This represents a total of 19.5hrs.

LB raised the subject of the ICB Leeds Support Group Outlook email address available for members. S-J confirmed that the practice had been contacted by Adam Stewart about a set-up guide but would need to look at this in more detail.

LB intimated that a further discussion on ICB would be taking place later in the meeting

	<p>but that there was a plan to develop a patient survey. S-J said that the surgery had been receiving an increased number of feedback cards (from 2-3 a month to now 30+). These are predominantly positive and are collated and reported on to staff. S-J felt that a survey along the lines of the one being developed by the ICB would be useful following some input from PPG and focussing on the questions the surgery needed feedback on.</p> <p>A question was raised about the proposal to accommodate refugees in the Mercure Hotel and what planning was being made to meet their medical needs. S-J told the group that NHS England will take full responsibility for their healthcare and that provision for this is being made by them.</p> <p>ST reported that the first Entrance Pad (one of two that are pressed to open the two front doors) was not working. S-J was aware of this and had been trying to find a company who could repair it. This is proving to be difficult as companies seem to install these pads but not repair them. A member of staff has been tasked with trying to find a company who will repair it asap.</p>
3. Dr Lawrence speaking on the Menopause	Dr Lawrence was unable to attend the meeting. It was felt that she could be invited again in 2023 if the Group felt at some point in the year that this would be useful.
4. Matters arising and approval of Minutes	Most of the Matters arising were dealt with in the Surgery Update. Two other items were reported on by LB: 1) the follow up on Parking and Classic FM being played in the waiting area. LB had contacted the patient who had raised the questions and who, when told the outcome, thanked the PPG for looking into his suggestions; and 2) the help extended to another PPG. LB had taken a call from a member of that PPG who said that the help received from Crossley Street PPG had been extremely valuable and that they were pleased to report that progress was being made.
5. Terms of Reference update	AH reported that a meeting had been held and a Terms of Reference drafted. It was felt that another meeting should be held in the new year to discuss the drafting of an Appendix to the Terms of Reference. 2p.m. Tuesday 10 January 2023. AH to check room availability with S-J.
6. PPG Support Group News	LB reported that Adam Stewart (Senior Insight, Involvement and Engagement Advisor) had sent an update out to PPGs and passed on the information given: 'the ICB team is working on developing a survey which will be available for every GP practice to use and

	<p>will allow PPGs and GPs to find out what people think about their experiences of each visit made. The team hopes to streamline the feedback process for patients and create consistency and a simple and easy method for both practices and PPGs to hear about what is working and what areas are in need of improvement. This should be customised for what is important to each practice’.</p> <p>LB recommended that Crossley Street PPG waits until the ICB survey has been fully developed and suggested that it might be worth looking at along with S-J to see if it could be adapted to meet the needs of the Practice.</p> <p>The next meeting of the ICB Leeds Support Group (in person in Leeds as well as on Zoom) will be held on 16 December. Any member wishing to attend either in person or virtually should firstly contact Adam via his email address (available from LB).</p>
7. Winter Newsletter	<p>LB asked for suggestions for topics to be included in the Newsletter. Several were made and she felt it might be possible to have the Newsletter put together for handing out at the Christmas Jumper Day.</p>
8. Christmas Jumper Day	<p>It was agreed that (after checking the date with the Practice Manager) the Group would wear Christmas jumpers and provide mince pies and cake in the surgery waiting areas on Monday 19 December (between 9a.m. and midday).</p>
9. AOB	<p>Suggestion forms are currently handed into the surgery Reception. It was felt this system could be improved by putting the forms directly into the PPG Box. ST offered to amend the wording on the sign beside the box to achieve this.</p>
10. Date of next Meeting(s)	<p>4p.m. Thursday 19 January, 2023.</p>