



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
On 16 November, 2023

Present: LB, TG, JD, AH, AD Apologies: ST, KS, MT, PG, S-J Martin In Attendance: Bethany Martin (Senior Data Administrator)

1. Welcome and Apologies	LB welcomed Bethany Martin and members of the Group to the meeting and gave Apologies on behalf of those unable to attend. MT was sent best wishes for a complete and speedy recovery.
2. Approval of Minutes	The Minutes of the October meeting were approved.
3. Matters Arising from the Minutes	<p>Wording on Prescriptions: The removal of out of date wording on patient prescriptions is on-going and will be done when reviews of medication take place or if a patient contacts the Practice to ask for it.</p> <p>Message in a Bottle: AD waiting to hear back from the Frailty Co-ordinator following an email sent about bottles being distributed in the community. BM said she would follow up with the Frailty Co-ordinator.</p> <p>Car Parking: A discussion took place about the wording of signs, where they would be placed and how patients could be made aware that incorrect parking would soon be leading to parking fines being imposed. The group felt that some more discussion on the wording and position of signs should take place before parking fines were imposed.*</p> <p>* Subsequent to the meeting, it was found that a delay could not be made due to the contract with the parking company having already been signed. However, the Practice website, FB page and new posters inside the surgery will make 'no go areas' clear to patients now and that from 1 December 2023, NPC warden patrols will be monitoring the car park with non compliance fines being imposed. Fines will be issued by NPC, with any issues/queries to be taken up directly with them. Proceeds will be donated to local charities. The Practice hopes these measures will lead to a safer car park for all.</p> <p>Comfort Message: A discussion took place about changing the message played during the course of a patient being 'on hold' when calling the surgery. While different options could be used, it was felt that new/up-to-date information could be added to the message to (say) reinforce the car parking measures. It is hoped that as more patients complete the AccuRX form, the number of calls should become fewer and also that when the proposed Call Back facility comes into place this will also help. BM offered to look at the frequency/repetition of the message with a view to making some changes.</p>

4. Surgery Update	<p>AccuRx: The 16 October time change for completion of the form to mid-day is going smoothly. Patients are still able to phone after mid-day if they feel they urgently need to be seen by a GP.</p> <p>Staffing: Interviews have taken place for a Reception Supervisor. A new full-time Receptionist has been appointed and will start in December. A new GP started on 13 November with another starting w/c 20 November. The Advanced Paramedic employed by the PCN has started and will be working with the Practice on a Monday. As reported in October, a new Paramedic will be starting on 1 December covering Crossley Street and Wetherby Surgeries. The other Paramedic employed by the PCN will work across Collingham and Boston Spa practices. A PCN Pharmacist who has been working across the five practices will now be working between Crossley Street and Collingham surgeries but will be at Crossley Street on Tuesday and Wednesday mornings. Funding has been received for 'Remote' Pharmacists to work 2.5 days for the Practice until the middle of 2024.</p> <p>Appointments in October: A total of 5,383 GP and Nurse appointments were made. 1,560 were Nurse/HCA appointments, 2,049 were face to face, 658 were telephone appointments, 949 were triage appointments and 167 were home visits. The number of appointments where a patient did not attend was 114. Of these, 49 were with a GP, 29 with a Nurse and 36 with an HCA and represent a total of 26 hours.</p>
5. Survey Results	<p>LB reported that the feedback from the Group was that BM's presentation on the website was very good and that pie charts were generally felt to be the best means for the information to be conveyed to patients. BM confirmed that comments from the Survey had been addressed on the Practice website and that pie charts would be displayed on the website and also on FB. As far as the PPG element of the Survey was concerned, it was felt that the Group should try to promote more awareness of the Group to patients. LB to email Group Members a NAPP Newsletter and attachment with a view to some of the content from it being used to achieve this. There had been no feedback from Group members about where/how results could be shown from a PPG point of view. Suggestion was made that the information be used to form the basis of a special issue of the Group's Winter Newsletter. This was agreed. LB thanked BM in anticipation of her help.</p>
6. Winter Newsletter	Dealt with in Survey Results.
7. Christmas Coffee Morning	It was agreed that a coffee morning would not be held but that members could (if wished) show their appreciation to Practice staff in the lead up to Christmas in the gifting of cakes.
8. Dates of 2024 Meetings	It was agreed that, as in 2023, meetings would be held on the third Thursday of each month in 2024 apart from in August and December when no meeting would be held: 15 February, 21 March, 18 April, 16 May, 20 June, 18 July, 19 September, 17 October, 21 November.
9. Date of Next Meeting	4 p.m. Thursday 18 January 2024.