



## PATIENT PARTICIPATION GROUP NEWSLETTER

ISSUE TEN      SUMMER/AUTUMN 2021

### Hello to All Crossley Street Patients,

Due to the uncertainty of whether the Covid situation would allow the surgery to re-open fully and return to normal, such as enabling the printing and distribution of our Newsletter, we have delayed writing this, resulting in a combined Summer and Autumn edition. Unfortunately, paper copies are still unavailable so this Newsletter will be just on the Crossley Street Surgery website – please tell your friends and family.

### DIFFICULT TIMES

The last 18 months has been a very difficult time for patients and all who work at Crossley Street Surgery. During this time your PPG members have held monthly virtual meetings with the Practice Manager as well as email contact, volunteering, sharing ideas and trying to help the Practice wherever it is possible to do so. Besides doing their normal work, all the staff have contributed voluntarily to help achieve the very successful Covid vaccination programme held at the Health Centre for our patients. Despite this extra work, and recently more patients requiring appointments, the staff have tried their very best to meet the increasing demands upon them in a helpful and cheerful manner; we owe them a big **THANK YOU** but, unfortunately, there have been incidents of angry, abusive behaviour by a small minority of patients. Compared to a recent national Patient Satisfaction survey, the majority feedback in a survey of Crossley Street patients was above the national average in most areas, and where there are problems, particularly with the phone lines and appointments, the Practice is currently trying to improve the system, although the number of telephone lines allocated is not within the control of the surgery. PLEASE remember the demand for appointments is very high, be understanding, be patient, the staff are doing their best.

## LOOKING AHEAD

Between the 6<sup>th</sup> September and the 12<sup>th</sup> December there will be a programme to administer the annual Flu Vaccinations and booster Covid Vaccinations – please do not phone to enquire about appointments, you will be contacted nearer the time. The Flu vaccinations will be held at Crossley Street Surgery and the Booster Covid Vaccinations at the Health Centre as before. This will entail a huge amount of extra work and goodwill by the surgery staff.

## MEDICAL RECORDS

Patients of Crossley Street Surgery can access their own medical records using the internet. A guide for patients is available. To find out more look at the information on the website

[www.crossleystreetsurgery.co.uk](http://www.crossleystreetsurgery.co.uk)

Patients can also download their medical records onto a smartphone using the NHS App. This does require electronic identification such as a passport or driving licence. Once downloaded the record will include a record of your Covid Vaccinations which you may need for travel or other purposes. Patients without the use of a smartphone can obtain their Covid Vaccination Record by dialling 119 to request a paper copy.

The NHS is currently in the process of setting up the GP Data for Planning & Research programme, a new database, to access patients' medical records for research and planning. There are differing views about the use and security of access to the medical information held by the database, for example with concerns voiced by the National Association of Patient Participation, Which? Consumer Association, BioBank Research Institution – more information can be obtained from: <https://www.nhs.uk/your-nhs-data-matters/>. Patients who wish to **OPT OUT** of having their medical records shared should complete the **Type 1 Opt-out preference** form, which can be downloaded from the NHS website, and sent to the surgery **before** the 1<sup>st</sup> September 2021 (as yet the only date given to patients, but it may change).

## APPOINTMENTS

For all the patients who do not regularly access the surgery website, there is a message from Dr Rickwood, our Senior Partner, who has explained that currently (July and August), **ALL** appointments are 'book on the day' to maximise use at a very busy time of year. Both telephone and an increasing number of face-to-face appointments will be offered, with surgeries at different times during the day to ensure social distancing. Covid has not gone away so precautions are still necessary. Dr Rickwood, on behalf of all the Crossley Street team, asks for your understanding, stressing that staff have worked tirelessly for the benefit of all patients – please tell others.



## PPG MEETINGS

Minutes of our meetings are on the surgery website. The next virtual meeting is on Thursday 30<sup>th</sup> September. In the meantime, if any patients wish to contact us, please use the Contact Form on the PPG page of the surgery website. We wish everyone a happy and safe summer and autumn, and hope that like us in the PPG you all want to thank the many who have volunteered, and continue to do so, in many different ways, for the benefit of the Wetherby community.

**The next Virtual Meeting is scheduled for the 30th September 2021 at 4pm.**