



Crossley Street Surgery  
Patient Participation Group  
Minutes of Meeting held at the Surgery  
on 21 September, 2023

Present: LB, AH, AD, ST, KS, TG, S-JM      Apologies: JD, MT, PG

1. Welcome and Apologies	LB welcomed members to the meeting.
2. Matters Arising from the July Minutes	<p>Car Parking: Signs now awaiting approval. Patients will be informed prior to signs going up. This will be via the website, FB and posters in the Practice. PPG will also inform patients via the Newsletter.</p> <p>Request by patient to be seen by a male doctor only or by a female doctor only: This was fed back to GPs who, when possible, will always try to fulfil that request.</p> <p>Survey: LB had contacted Adam Stewart who sent copies of his ICB survey. Following input from both S-J and JD, LB subsequently met with Beth Congreave and Eliza Venizelou to compile a survey that is 'Crossley Street specific'. This survey will now be sent out electronically to patients (via website, AccuRx messaging service and FB). Paper copies will be given to patients at the Vaccine Clinics and made available in waiting rooms. A link will be highlighted on the paper copies to allow feedback electronically and will have a date when responses are needed by. The results of the survey will be published as soon after that date as is possible.</p> <p>Display Board: Following members sending suggestions, it was decided that the topic should be 'Men's Health'. JD along with ST and AH put the board together. It is already on display in the ground floor waiting room. Members thanked them for the work undertaken.</p>
3. Surgery Update/Vaccination Programme	AccuRx system is now embedded. The volume of forms as well as calls into the Reception Team continues to be monitored. Patients are still being guided through the completion of the form by Reception staff and it is hoped that this will lead to patients feeling better able to complete the form online and fewer calls into the surgery. There still appears to be a need for patients to know what

	<p>services/information they can easily access themselves (i.e. ordering Prescriptions via SystmOnline/Airmid App and accessing their own patient summary) rather than via AccuRx or calling the surgery. A 'call-back' facility will soon be in place for patients to select rather than being held in a queue.</p> <p>Staffing: Dr Jess Jones started in her position as Partner on 1 September. A new GP position is being interviewed for at the beginning of October with a further GP joining in November. Five Registrars have commenced their GP training within the Practice. Dr Stephanie Bellamy will leave the Practice in October. Two Reception posts still need to be filled. Two new Receptionists are currently undergoing their training period. PCN Frailty Care Co-ordinator now working within the surgery.</p> <p>Appointments in August: A total of 4953 GP and Nurse appointments were made. 1306 were Nurse/HCA appointments, 2113 were face to face, 653 were telephone appointments, 749 were triage and 132 were home visits. The number of appointments where a patient did not attend was 83. Of these 42 were with a GP, 15 with a Nurse and 26 with an HCA.</p>
4. Vaccination Clinics	Volunteers are needed for the flu and COVID clinics during October. These will mainly be held on Saturdays. Members of the committee committed themselves to dates and AD was asked to contact previous volunteers to check on their availability. Once these clinics have finished, flu vaccines will be offered 'opportunistically' (ie when an eligible patient comes in for a GP/Nurse appointment) and COVID vaccines will be offered at pharmacies in the area.
5. Visit by Knaresborough PPG	A Knaresborough PPG had made contact with LB asking for some insight into how Crossley Street Surgery PPG operated. A meeting has taken place and ST has subsequently sent information to them.
6. Surgery Notice on Prescriptions	ST passed on a concern from a patient about the 'Patient Instructions' that are noted on Prescriptions. The concern was not only that the text seemed 'old' but that, with multiple medications being issued, the notice runs over to a second page. S-J said she would look into this with the Practice Pharmacist.
7. Autumn Newsletter	LB now compiling this and would welcome suggestions from Committee Members.
8. AOB	<p>Message in a Bottle. AD asked S-J if it was now a good time to explore the possibility of these bottles (provided by Wetherby Lions) being given when home visits were being made. S-J said she would speak to the Care Co-ordinator about this.</p> <p>A member brought up a question about the Shingles vaccine. S-J offered to seek clarification.</p>
9. Date of Next Meeting	<b>4 p.m. Thursday 19 October 2023.</b> Meetings throughout the rest of 2023 will be held on the third Thursday of every month with the exception of December when no meeting will be held.