



Crossley Street Surgery  
Patient Participation Group  
Minutes of Meeting held at the Surgery  
on 25 April 2024

Present: LB, AH, TG, PG, KS, ST, AD, S-J Martin (Practice Manager)

Apologies: JD, MT

1. Welcome and Apologies	LB welcomed members and gave Apologies on behalf of those unable to attend.
2. Approval of Minutes	The Minutes from the Group's March meeting were approved.
3. Matters Arising from the Minutes	<p>Main Noticeboard: The work on this is still on-going. ST to email the group with an update.</p> <p>Small Noticeboard Poster: Completed.</p> <p>Spring Newsletter: Completed.</p> <p>ICB Online Library: Crossley Street's contribution to this has been made. LB has also sent the surgery's current Newsletter as it was felt some of the content was relevant to all Leeds' patients – in particular the piece concerning the Yorkshire Cancer Research centre at Hornbeam Park in Harrogate.</p> <p>The message given to patients on collection of their medication that was no longer needed has been removed.</p> <p>Group Membership of NAPP: It was felt that the Group could not reach a view as to the usefulness of membership as most were only able to read comments on the NAPP Forum and didn't have access to the full site. LB to send a link so members can sign up to gain access.</p>

<p>4. Surgery Update</p>	<p>Reception Staff and AccuRx Training: Is going really well with all the current Reception Team now having completed their training. COVID has had an impact on the staff in the past month and has meant that Admin and Data Quality staff have had to help out.</p> <p>Staffing: A new Receptionist has been appointed and will start in May. This will bring the Reception Team to 11 (including the Reception Manager). An additional member of staff has started in the Data Quality Team. Two new GPs will be joining the Practice – one in early May and the other in August. Dr Eleanor has left the Practice and Dr Quinn will be leaving in August. A new PCN Manager has started and is making some significant, positives changes within the Primary Care Network (PCN).</p> <p>Spring COVID Vaccinations: Eligible patients (those over 75 and those younger but who are immunosuppressed) should have received letters from NHS England inviting them for a vaccine. The Practice has prioritised care homes and housebound patients and this has been completed. With some vaccine still available, a clinic will be held on 26 April. Older patients were being contacted by text message to offer them this clinic (albeit at short notice) meaning they would not then need to travel to one of the larger vaccination centres. A further clinic will be held on 3 May.</p> <p>Autumn COVID Vaccinations: The criteria for eligibility has not as yet been announced.</p> <p>Appointments in March: A total of 5,099 GP and Nurse appointments were made. 1,244 were Nurse/HCA appointments, 2,199 were face to face, 548 were telephone appointments, 950 were triage appointments and 158 were home visits. The number of appointments where a patient did not attend was 103. Of these, 48 were with a GP, 19 with a Nurse and 36 with an HCA and represent a total of 22 hours.</p>
<p>5. Missed Appointments/DNAs (Did Not Attend)</p>	<p>The Group had for some time been concerned about the number of missed appointments each month and was aware through the NAPP Forum that other PPGs also were. S-J answered questions raised prior to the meeting and explained the Surgery Protocol for addressing this issue. Patients have a responsibility to let the surgery know if they are unable to keep an appointment.</p> <p>If a patient rings to cancel their appointment it will not be marked as a DNA (Did not Attend). If there is time to fill it, staff will try to do so. It is only when a patient does not contact the surgery to cancel that it is marked as a DNA.</p> <p>Patients who do not contact the surgery to cancel and miss three appointments are contacted by the Practice Manager using the Surgery Protocol – firstly by letter and if they then miss a further appointment, via a follow-up letter with an accompanying NHS England Good Behaviour Contract for them to sign and return. This contract is kept with the patient’s record for twelve months and if the patient again misses an appointment within that period, the Practice Manager will again contact them to let them know they are in breach of the contract and that any further missed appointment will mean instant removal from the Practice’s list of patients.</p> <p>The Practice does not of course want to remove patients from the Practice List, and understand that situations arise and things crop up which lead to patients missing an appointment. It is, however, those</p>

	<p>patients who are continually missing appointments that lead to this course of action.</p> <p>It was felt that the Group's Newsletter (in addition to updates on the Surgery website each month) should continue to publish Appointment numbers and DNAs so patients were aware of the figures.</p> <p>There was a suggestion that patients could be made more aware on notices within the surgery of the financial cost to the Practice/NHS of these DNAs and although costing this out – based on the type of appointment - is a complicated procedure, the Group supported the Practice in doing this.</p>
6. Defaced Photograph	<p>A photograph on the Patient Participation Board in the surgery entrance had been defaced. The group was shocked to hear this. It was agreed that, in order to prevent any further incidents, the photograph board would be moved to a more public place within the surgery waiting area where this was unlikely to happen and where patients could see the photographs of members who volunteer on their behalf. ST and LB to arrange a time to do this.</p>
7. Communication of Test Results	<p>AH brought forward a query from a patient about receiving notification from the surgery of their blood test results. S-J told the Group that the surgery's practice is that patients are advised when bloods are taken that if the result of their test is a clear negative, they will hear nothing further. If a patient is concerned, they can of course, call the practice and be given that information over the phone. If the result is not a clear negative and requires the patient to be seen by a doctor or to have an interpretation of the result, the patient will receive a text message asking them to make an appointment or will be sent a link to information that will tell the patient what the problem is. The Reception Team does not interpret results.</p> <p>Members felt that this could be a topic for a future Newsletter.</p>
8. COVID Vaccinations	<p>This was dealt with earlier within the Surgery Update.</p>
9. Spring Newsletter	<p>This has been published and LB thanked ST and Bethany Martin for their input.</p>
10. AOB	<p>PG had been asked by a patient to pass on their thanks for the care and support given by the Practice to a member of their family with a complex condition. They felt this had been exceptional and wanted to convey their thanks not only from the patient but also from the family. S-J thanked PG for this and said she would pass it on to the staff.</p> <p>LB had been contacted by a patient following the delivery of the Group's Newsletter. Having read the piece on Richard Laybourn's role within the Practice, they had contacted and made an appointment with him.</p> <p>ST spoke about the week 3 – 9 June being PPG Awareness Week and asked if this could be discussed at the Group's next meeting.</p> <p>Some patients have asked if screens with USB ports rather than display boards could be used in the waiting rooms to give patients information about the Practice. S-J to look at costs and at what information can be displayed and LB will explore whether funding might be available from ICB.</p>
11. Date of Next Meeting	<p><b>4 p.m. Thursday 16 May, 2024</b></p>