



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 18 July 2024

Present: LB, MT, JD, ST, KS, TG, PG, AD, Sarah-Jayne Martin (Practice Manager)

1. Welcome and Apologies	LB welcomed members to the meeting.
2. Approval of Minutes	The Minutes from the Group's May meeting were approved. The June meeting had been cancelled.
3. Matters Arising from the Minutes	<p>Patient Awareness Week: As planned, the PPG Board featured a display about what PPGs do and more particularly what Crossley Street PPG does on behalf of patients. This display has now been taken down in preparation for a new one. LB thanked members for their input into this.</p> <p>All other Matters Arising: Included on the Agenda.</p>
4. Surgery Update	<p>Due to staffing shortages S-J has been assisting the Reception Staff for the past six weeks.</p> <p>One new Receptionist has been appointed and interviews for two other vacancies have taken place. One new Nurse has also been appointed. A new HCA (Health Care Assistant) will start in August. Three new GPs are just about to join the Practice: Tom Winterton will start at the end of August; Roisin Cocker will start in the middle of August; and Lowrie Mawer will start at the end of September.</p> <p>Following on from previous discussions concerning figures for DNAs (Did Not Attend), S-J informed the meeting that if a patient does not attend an appointment (or make contact in good enough time for it to be offered to another patient), they will automatically be sent a text message that day letting them know they have not attended. If they do not attend a second appointment, they will receive a further text message and will also be sent a letter advising them that if they do not attend for a third time they will be removed from the Practice List. For clarification, patients are sent an appointment reminder (and for some clinics, two reminders) before an appointment. Patients who are given an appointment following the completion of an AccuRx form are expected to attend an appointment made for them later that same day. NHS Guidelines consider a DNA to be 'if the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change their appointment.'</p> <p>Vaccines: S-J informed the meeting about the RSV (Respiratory Syncytial Virus) immunisation programme that</p>

will be offered to eligible patients from September. This vaccine cannot be given at the same time as the Winter 'flu' or COVID vaccines and the surgery will not be able to administer it to patients during clinical appointments. This means that Saturday clinics will have to be held. It is likely that Group members will be asked for car park assistance when these have been organised. S-J will be asking the Data Quality Team to put something on the surgery website and Facebook page to let patients know that the surgery will be offering the RSV as well as both the Winter 'flu' and COVID vaccines and that they will be contacted by the surgery.

Added to the Minutes after the meeting following clarification of eligibility being received by the Practice:

The surgery will be focussing on patients who will turn 80 between 2.9.24 and 31.8.25 (as after this they will no longer be eligible). This amounts to 153 patients.

There are 138 patients who will turn 75 between 1.9.24 and 31.8.25 who are eligible for the RSV vaccine. A 'catch-up' campaign for the 75-79 year olds equates to 867 patients and this forms a total of 1158 patients to vaccinate.

National Patient Survey: S-J informed the Group that the results of this had just been published and will be put on the Practice website. S-J shared the results in the categories that directly affect Crossley Street and the Group asked her to convey their thanks and congratulations to staff.

At this point LB read out a note that had been placed in the PPG box by a patient. Its content mirrored the survey results in terms of patient care. S-J took the note to show staff.

A discussion took place about media coverage of a home testing kit to detect the Human Papillomavirus (HPV) and about 'The Minuteful-Kidney Test App'. No information has yet been received by the Practice about the HPV home testing kits but the Practice has signed up to participate in the Minuteful-Kidney Test App.

The Practice is now recognised as a flagship for the AccuRx triage system and has been asked by AccuRx to host an event for practices that are not currently using it. This will take place at the end of August in the surgery when Bethany Martin will deliver a presentation and training session that will cover – amongst other things - the AccuRx system, standard operating procedures and protocols. The Group congratulated the team on successfully implementing the system and felt this upcoming event was evidence that their efforts were being recognised not only by Crossley Street patients but also by practices further afield.

Appointments in May: A total of 5,023 GP and Nurse appointments were made. 1,404 of these were Nurse/HCA appointments, 2,077 were face-to-face appointments, 459 were telephone appointments, 941 were triage appointments and 142 were home visits. The number of appointments where a patient did not attend was 86. Of these, 40 were with a GP, 23 with a Nurse and 23 with an HCA and represent a total of 18 hours and 50 minutes.

Appointments in June: A total of 4,552 GP and Nurse appointments were made. 1,259 of these were

	<p>Nurse/HCA appointments, 1,903 were face-to-face appointments, 432 were telephone appointments, 828 were triage appointments and 130 were home visits. The number of appointments where a patient did not attend was 87. Of these, 45 were with a GP, 19 with a Nurse and 23 with an HCA and represent a total of 19 hours and 45 minutes.</p>
5. Newsletter	<p>A reduced number of copies of the Spring Newsletter had been printed for patients to read in the waiting rooms. Thanks were extended to Bethany Martin (Senior Data Administrator) for the QR code displayed inside the surgery that allows patients to scan for online access to the Newsletter. It was felt it was still too early for the Group to make a decision about the way future Newsletters would be made available to patients. It was agreed that this topic would be raised at a later meeting.</p>
6. Fundraising	<p>Following a discussion, it was decided that Practice staff should be asked for suggestions for a specific piece of equipment they felt would be particularly useful for the surgery and that this should then be followed by an endeavour to fundraise for its purchase. Members were asked to think about fundraising avenues (including grant applications) that could be explored.</p>
7. Main Noticeboard	<p>LB thanked ST for her work on the new AccuRx display that was ready to be put in place. TG asked whether asking for advice via the AccuRx form could be included on the display. ST agreed that a small addition could be made.</p> <p>LB asked members to re-visit the list of topics that had previously been suggested for the Main Noticeboard and that these topics would be discussed at the Group's September meeting.</p>
8. NAPP (Nation Association for Patient Participation)	<p>It was agreed that this item should appear on a later Agenda after members have had an opportunity to use the full site and can then assess the usefulness of membership of the Association.</p>
9. AOB	<p>LB passed on a note to S-J that had been put by the writer into the PPG box in error as it was asking for a response from the Practice and had nothing to do with PPG. There was no indication of when this had been placed in the box or who the patient was. S-J said she would do her best to deal with it.</p> <p>ST asked S-J if the form used by patients to record home BP readings could contain enough space for a full week's readings to be recorded before being handed in to Reception. S-J to look into this.</p> <p>The date of the Group's January 2025 meeting (which would usually be the third Thursday of the month) needs to be moved as it conflicts with the Practice Target meeting date.</p>
10. Date of Next Meeting	<p>4 p.m. Thursday 19 September 2024.</p>

