



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 23 January 2025

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

Apologies: TG, FS

1. Welcome and Apologies	LB welcomed those present (including AP, a prospective new member) and gave apologies on behalf of those unable to attend.
2. Approval of Minutes	The Group's November Minutes had already been approved online and are displayed on the Surgery website.
3. Matters Arising from Minutes	<p>Noticeboard: 'Are you Winter Ready?' finalised and in place. JD and AD thanked members for their help and asked that Bethany Martin (Senior Data Administrator) be thanked for the printing and laminating. Positive feedback had already been received from patients.</p> <p>Fundraising: on Agenda.</p> <p>PPGs in Support of Primary Care Services: LB and S-J had had no further contact from ICB following the sending of a document to Adam Stewart in October.</p> <p>LB offered to send members a copy of the ICB's 'Involving You' Newsletter that invites comments on the Government's ten-year plan for the NHS and Social Care. LB also informed members that online sessions covering three themes – Moving More Care from Hospitals to Communities; Making Better Use of Technology (Analogue to Digital); and Preventing Sickness Not Just Treating It (Treatment to Prevention) – will run between 6 and 13 February.</p> <p>Privacy at Reception: A Notice is now in place advising patients that a private space is available if they wish to speak to a Receptionist without being overheard.</p> <p>Hearing Test Service: This is undertaken by the Audiology Service held at Wetherby Health Centre. Crossley Street patients can be referred to them for a hearing test to establish whether they qualify for a hearing aid. Patients already in the system (those already having been referred and receiving a service from Harrogate Hospital) will continue on the pathway they are currently on. Crossley Street patients will be informed of this service via the Surgery Website, FB page and PPG Newsletter/Board.</p>

	<p>Jobs PPG members might do to help staff or patients: S-J had put out a ‘feeler’ asking other practices what their PPGs did to assist them. The responses indicated that Crossley Street PPG was doing what other PPGs do – monthly Meetings with the Practice Manager, Newsletters, Noticeboards and helping at Vaccine Clinics. Several further suggestions were made both by PPG members and by S-J. It was felt that a list should be compiled that would enable members to offer help in one or more of these areas. S-J can provide members with ID so patients would know who they were whilst in the surgery. To be raised at February meeting.</p> <p>A discussion followed about promoting the NHS App to patients. It was felt that some relevant information needed to be conveyed to patients via the Surgery website and FB page prior to it being promoted by PPG members. To be raised at February meeting.</p> <p>PPG Forms: on Agenda.</p>
<p>4. Surgery Update</p>	<p>Staffing: A new member of staff will join the Admin team in February. Two new Receptionists have now joined the team. A new HCA has also joined the practice.</p> <p>Anita Downie (Reception Manager) has retired from the Practice staff. LB asked if the Group’s best wishes could be conveyed to her.</p> <p>The Practice has not as yet been informed if there will be any government funding to assist with the increase in staff NI contributions in April.</p> <p>A small ‘flu’ vaccine clinic will be held on 5 February.</p> <p>RSV clinics are full for January. It is hoped there will be a further two clinics in February.</p> <p>Appointments in November: A total of 4996 GP and Nurse appointments were made. 1,345 of these were Nurse/HCA appointments, 2,138 were face-to-face appointments, 381 were telephone appointments, 955 were triage appointments and 177 were home visits. The number of appointments where a patient did not attend was 83. Of these, 47 were with a GP, 25 with a Nurse and 11 with an HCA and represent a total of 18hrs 56mins.</p> <p>Appointments in December: A total of 4,614 GP and Nurse appointments were made. 1,178 of these were Nurse/HCA appointments, 1,989 were face-to-face appointments, 320 were telephone appointments, 987 were triage appointments and 140 were home visits. The number of appointments where a patient did not attend was 67. Of these, 49 were with a GP, 11 with a Nurse and 7 with an HCA and represent a total of 24hrs 32mins.</p>
<p>5. Fundraising</p>	<p>Now that the item to be fundraised for – a Dermatoscope – has been agreed, a discussion took place about where appeals could be sent out to as well as planning for a collection box and ‘donation thermometer’ to be housed within the surgery. Discussions took place about all aspects of the process and members offered their assistance in putting together wording for letters, grant applications and crowd-funding sites. This will be on-going and will continue to be discussed at the Group’s future meetings.</p>

6. Special Edition Newsletter	A copy of the proposed Special Edition Newsletter has been circulated to members. This contains information on fundraising and will have a final edit and be published in the usual ways when the finalised wording for funding applications is in place.
7. New Noticeboard	This will cover Skin Cancers and, like the Newsletter, is waiting to coincide with fundraising information.
8. New PPG forms	ST had undertaken to produce up-to-date forms and these are now in place.
9. Opportunity for new staff to meet PPG	A discussion took place about new members of staff meeting PPG members so that they became aware not only of the members but also about the role of the PPG. It was suggested that information on the PPG be included in the information pack given to new members of staff as this would be a more efficient use of their time than them coming to a meeting. Members (along with patients) can access staff information from the practice website.
10. Dates for 2025 Meetings	20 February, 20 March, 17 April, 22 May, 19 June, 17 July, 18 September, 16 October, 20 November,
11. AOB	<p>ST raised a concern with S-J about the number of bags that are on shelves within the Day Lewis Pharmacy and wondered why the shelves were never empty. Is this patients not collecting their medications? S-J told the group that pharmacies are obliged to keep uncollected medication for a period of time and that some of these bags might contain medication for patients who are in hospital or who are deceased. Day Lewis work at weekends to try to clear out what they can in order to create space.</p> <p>ST asked about a blank page on the slip of paper delivered alongside a patient's medications. S-J said she would look into this.</p> <p>Response Received following the meeting: This is the second half of the script that the pharmacy retains when processing your prescription. Often this would contain medication you may have on repeat for you to use next time. It is purely the left-hand side of the prescription that the pharmacy dispensed. A prescription comes in two halves and this is not another piece of paper processed unnecessarily.</p> <p>AH had had a communication from a patient with suggestions for cost savings and fundraising. These were considered and AH will respond.</p> <p>AD asked why patients attending Harrogate Hospital are asked to confirm they are a patient of 'The New Medical Centre' rather than 'Crossley Street Surgery' and that Dr Hall is their doctor? S-J advised that – contractually – NHS England know the Practice as 'The New Medical Centre' but the Practice is called 'Crossley Street Surgery'. The Practice has asked on several occasions for Dr Hall's name to be deleted and updated to 'Dr Ellis Rickwood & Partners'.</p>
12. Date of Next Meeting	4 p.m. Thursday 20 February 2025.