



Crossley Street Surgery  
Patient Participation Group  
Minutes of Meeting held at the Surgery  
on 23 May 2024

Present: LB, AH, TG, ST, AD, Sarah-Jayne Martin (Practice Manager)

Apologies: JD, KS, PG, 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 April meeting were approved.
3. Matters Arising from the Minutes	All items under Matters Arising already included in the Agenda.
4. Surgery Update	<p>Staffing: Dr Gabrielle Prud'Homme started at the beginning of May. A new Receptionist has just joined the team. One Receptionist will be leaving shortly and that post has been advertised and interviews will be held. With Summer holidays approaching, staffing in Reception will be supported by staff from other teams.</p> <p>A new cleaning company has been contracted for the surgery premises.</p> <p>There had been a poor uptake on Spring COVID vaccinations but all care home and housebound patients had received theirs.</p> <p>A discussion took place about the Group's Newsletters and Minutes and whether it would assist the Practice in achieving its goal of making cost and environmental efficiencies if some changes could be made to the way these were communicated to patients. It was agreed that a link to the Group's Newsletter would be displayed on the surgery Facebook page, that fewer copies of the Newsletter would be produced for display in the surgery and that the content would run to only two pages if at all possible. It was further agreed that the Minutes would not be displayed in the surgery but that instead, a permanent sign on the Group's Noticeboard would inform patients that both the Newsletter and Minutes could be viewed online (via either a link or QR code). This to be reviewed when figures and feedback had been received.</p> <p>Appointments in April: A total of 5,243 GP and Nurse appointments were made 1,483 were Nurse/HCA appointments, 2,097 were face to face, 484 were telephone appointments, 1,033 were triage appointments and 146 were home visits. The number of appointments where a patient did not attend was 96. Of these, 48 were with a GP, 21 with a Nurse and 27 with an HCA and represent a total of 21 hours.</p>
5. PPG Photos	Moving the photographs to be tied in with arrangements for PPG Awareness Week (3 – 9 June).

6. Main Noticeboard	The work on a display about AccuRx is on-going. It was agreed that completion of this should wait until after PPG Awareness Week in June.
7. PPG Awareness Week	It was agreed that the Main Noticeboard would display information about PPGs in general and Crossley Street PPG in particular, its members and what the Group does on behalf of patients.
8. Fundraising	LB had been in touch with Adam Stewart (ICB) about any available funds for projects but there are none. He gave a link to another PPG that did fundraising and LB offered to contact them for information. It was agreed that a costing for the project already spoken about (information screens) should be made before ideas for fundraising are explored.
9. NAPP	Several additional members now have access to the NAPP website with some others still to be signed up. This will allow the Group to assess the usefulness of membership.
10. AOB	ST asked if a clearer display of DNAs could be made as where it is held currently is difficult to find and therefore possibly not as useful as it could be. S-J spoke of the difficulty in displaying notices since COVID and of complying with CQC (Care Quality Commission) guidelines. It was felt that screens giving this type of information would be useful.
11. Date of next Meeting	<b>4p.m. Thursday 20 June 2024</b>