



Crossley Street Surgery  
Patient Participation Group  
Minutes of Meeting held at the Surgery  
on 21 March 2024

Present: LB, AH, ST, TG, MT, PG, Bethany Martin (Senior Data Administrator) attending for S-J Martin (Practice Manager)      Apologies: JD, AD KS, S-J Martin

Guest: Richard Laybourn (Practice Pharmacist)

1. Welcome and Apologies	LB welcomed members of the Group and Richard Laybourn and gave Apologies on behalf of those unable to attend.
2. Richard Laybourn	Richard spoke to the Group to explain his role within the surgery and answered a list of questions that had been submitted in advance by Members. LB asked him if the Group's Spring Newsletter could reflect some of this information and he agreed it could. LB thanked Richard for attending the meeting.
	Richard Laybourn left the meeting at this point. Bethany Martin joined the meeting.
3. Approval of Minutes	The Minutes from the Group's February meeting were approved.
4. Matters Arising from the Minutes	<p>Car Parking: BM confirmed that the outside signs could not be altered due to the requirements of licensing laws. Any confusion caused initially by the signs appears to have been dealt with by the clear display of signs within the surgery. Fines have already been issued.</p> <p>Pharmacy First: Indications are that this is already working well. Positive feedback has been received from patients.</p> <p>AccuRx Capping: For now there will be no capping of numbers. From April, on Monday mornings (the busiest morning), there will be an additional GP supporting the on call and triage GPs.</p> <p>Reception Staff and AccuRx training: The training is continuing.</p> <p>Friends and Family message: BM had followed up on whether patients could opt out of the 'Friends and Family' feedback messages. Currently, under the AccuRx system, this is not possible.</p>

5. Surgery Update	<p>Staffing: Two new Admin staff have been appointed. One has already started and the other will start mid-April. There is currently a vacancy within the Reception team. Two new GPs have been appointed. One will start in April and the other in August.</p> <p>Appointments in February: A total of 5,212 GP and Nurse appointments were made. 1,377 were Nurse/HCA appointments, 2,054 were face to face, 543 were telephone appointments, 1,042 were triage appointments and 196 were home visits. The number of appointments where a patient did not attend was 85. Of these, 39 were with a GP, 16 with a Nurse and 30 with an HCA and represent a total of 18.5 hours.</p> <p>A question was raised about whether a message given to patients on collection of their medication (that advises prescription requests will no longer be taken by telephone) was still needed. BM offered to look into whether this could be removed.</p>
6. Small Noticeboard Poster	ST showed the members a poster template from Adam Stewart that could be altered/added to for individual PPGs to use. It was agreed that this was bright and eye catching. It was agreed that the Group's current Poster be removed and replaced with a new one based on this template.
7. Main Noticeboard AccuRx Display	Proposals for a new Board display - 'The Journey of the AccuRx Form' - were put forward for discussion. It was felt that one layout covered all that was needed. It was suggested that a separate meeting should be held so that a final decision on content could be reached and so that no one person became solely responsible for creating the actual display. BM offered to take away a copy of this layout in order to check the wording and to confirm that all services were covered by it. BM to email bullet points to ST and LB in due course and ST and LB to then arrange a date for a meeting.
8. Spring Newsletter	LB spoke about topics for the Spring Newsletter and a discussion followed about further items and distribution of the Newsletter.
9. Request from Adam Stewart (ICB)	LB had received an email from Adam Stewart. He is trying to compile an online 'library' and would like to use some of Crossley Street PPG Newsletters (including the recent one on the results of the patient Survey). BM agreed to email Adam the questions and results of the survey and LB offered to send him further Crossley Street PPG information (including the list of questions from Richard Laybourn's visit and the upcoming Spring Newsletter). ST offered to look out some photos of previous displays if it was felt these could be of use to Adam.
10. AOB	ST raised a question about the Group's membership of NAPP (National Association for Patient Participation).
11. Date of next Meeting	<b>4p.m. Thursday 25 April, 2024</b>