



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

Present: AH, JD, FS, TG, ST, MT, AD, KS, Eliza Venizelou (Data Quality Manager attending for S-J Martin) Apologies: LB, PG, S-J Martin

1. Welcome and Apologies	AH welcomed those present and gave apologies on behalf of those unable to attend.
2. Approval of Minutes	The Group's October Minutes were approved.
3. Matters Arising	A book and card was sent via S-J Martin to Debbie Kaye in recognition of her twenty-year service to the Practice.
4. Surgery Update	<p>Two members of the Admin Team will shortly be leaving and a new member has joined.</p> <p>Under the Government uplift, GPs in the Practice will be given the 6% salary increase. All other members of staff within the Practice will be given a 3% salary increase. This will be backdated to April and will be payable in November.</p> <p>Extended Access Appointments (Saturday/Late afternoon appointments): From 1 December these will be managed by Wetherby PCN instead of Leeds Confederation. This will not change or affect the service to patients but will mean that patients will be seen by staff from within Wetherby PCN.</p> <p>Flu Vaccinations: Contact has been made with eligible patients to invite those who have not yet had their vaccine to make an appointment. Three small clinics will be held in the next few weeks. A clinic will be held in early December to give eligible patients their RSV vaccine. Moving forward, RSV clinics will be held on a monthly basis as patients become eligible.</p> <p>Employers' National Insurance increased contribution will start in April 2025. To date no notification has been given about any funding to absorb this increase.</p> <p>Appointments in October: A total of 5,163 GP and Nurse appointments were made. 1,646 of these were Nurse/HCA appointments, 1,990 were face-to-face appointments, 372 were telephone appointments, 994 were triage appointments and 161 were home visits. The number of appointments where a patient did not attend was 94. Of these, 39 were with a GP, 40 with a Nurse and 15 with an HCA and represent a total of 22hrs 20mins.</p>
5. Noticeboard	JD and AD had finalised the display 'Are You Winter Ready?' and this would be sent to Bethany Martin for printing and laminating. JD asked Members for help when the display was ready to be put up on the Board.

6. Fundraising	<p>Further discussions took place about the item – a Dermatoscope - agreed at the Group’s last meeting. TG gave information to ST about applying to Wetherby Town Council for a Grant and AD agreed to make enquiries elsewhere in the town. Item to be carried forward to the next meeting for update from S-J about a fundraising bucket, thermometer and a notice to inform patients about the fundraising.</p> <p>Information received from S-J Martin following the meeting: I will order a cash tin in the New Year which we will secure to the ledge near the checking in screen, and reception will empty this daily. We will create a thermometer for the wall. Let us know when you want to start the fundraising from, and we will create it.</p>
7. PPGs in Support of Primary Care Services	This item will be carried forward to the Group’s next meeting for an update from LB.
8. Privacy at Reception	ST raised a question from a patient about conversations held between patients and Reception staff being overheard by patients waiting to be called for their appointment. Sometimes these conversations are particularly personal (ie when help is being given concerning the AccuRx form). This had been raised at previous meetings. It was suggested by EV that a sign be made visible at the two Reception windows informing patients that they could speak privately to a Receptionist. It was agreed that this would be a good solution.
9. Hearing Test Service	A post on social media had indicated that a service was now available at Wetherby Surgery (Hallfield Lane) but clarification of this was needed. Information will be made available at the Group’s next meeting.
10. Jobs PPG Members might do to help staff or patients	<p>FS raised this topic. The Group outlined what ‘jobs’ were undertaken by the Group – helping at Vaccine Clinics, conveying information to patients via the Group’s Noticeboard, the quarterly Newsletter and the Minutes. Members felt that attending meetings and passing on information to patients they might know or might meet was valuable. Members felt the structure of the Crossley Street Surgery PPG was ‘flexible’ rather than ‘structured’ and that this worked.</p> <p>Members helping staff (apart from marshalling at Vaccine Clinics) was not discussed (c/f to January meeting).</p>
11. AOB	<p>PG had asked whether individuals were ‘allowed’ to send a gift in to the Surgery to show appreciation for the care that had been given to either them or a relative. All present felt this was acceptable and pointed out that patients do this when leaving after a hospital stay.</p> <p>It was agreed that each member present would make a monetary contribution and that MT would buy some biscuits for the staff and hand them in before Christmas.</p> <p>Getting to know Members of the Group: As a newer member, FS asked if members might introduce themselves to the meeting as a means of her getting to know who people were and their interests. Each member did this.</p> <p>ST raised a question about the two PPG forms used within the Surgery: It was agreed that the information could be amalgamated, a new form created and displayed. This would mean that this new form could cover everything – queries to be addressed and information about joining – and be kept on both noticeboards and beside the wooden box at Reception. A question was asked about displaying items without them being laminated. This needs to be solved before any action can be taken.</p> <p>Information received from S-J Martin following the meeting: Happy for forms to be on a piece of string. They</p>

	don't require laminating.
12. Date of Next Meeting	4 p.m. Thursday 23 January 2025.