



Crossley Street Surgery  
Patient Participation Group  
Minutes of Meeting held at the Surgery  
on 19 September 2024

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

1. Welcome and Apologies	LB welcomed members, gave Apologies for those not attending and welcomed a prospective new member – Frances Sell – to the meeting. Also welcomed were Bethany Martin and Nicola Towers.
2. Matters Arising	<p>The Group’s July meeting Minutes were approved online.</p> <p>BM updated members on the AccuRx event that was hosted online by the Practice. Members thanked BM for delivering the session that had been well received by participants. A further online event will be hosted in October.</p> <p>Form used by patients to record home BP readings: Staff members who ask patients to complete these forms will be asked to request a four-day set of readings rather than readings for a week thereby allowing the continued use of the existing form.</p> <p>The date of the Group’s January meeting was changed to Thursday 23 January 2025.</p>
3. Surgery Update	<p>The process dealing with DNAs (Did Not Attend) is working well with the Data Quality Team managing it on a daily basis.</p> <p>Two new members have joined the Reception Team and are undergoing training. There is now a fully-staffed team. A new HCA has started. After twenty years at Crossley Street, Debbie Kaye is leaving the Practice and will be missed. Interviews will be held shortly for the role she will be leaving. Two new doctors – Tom Winterton and Roisin Cocker have now started. Dr Emma Rivers is now on Maternity Leave and Dr Lowrie Mawer will start on 7 October.</p> <p>Vaccination Clinics: Two RSV clinics were held on 4 and 11 September. Although there are no plans in place for future RSV clinics, eligible patients will be given the opportunity to have a vaccine if/when they attend for some other type of appointment and patients at 28+ weeks in their pregnancy can book an appointment for the vaccine. The priority is now for Winter Flu and COVID vaccinations. These will be held during the course of October with eligible patients being invited to attend clinics throughout the month. Housebound patients will be vaccinated on 15, 22, 23 and 24 October and care home residents between 15 and 17 October.</p>

	<p>Fundraising: S-J sending email to staff. Item to be included on October Agenda/Matters Arising.</p> <p>Note that had been left in PPG box: This was not for PPG but for the surgery. S-J had been unable to determine the name of the patient who had left it as there was neither a name nor any contact details.</p> <p>Appointments in August: A total of 4,598 GP and Nurse appointments were made. 1,155 of these were Nurse/HCA appointments, 1,793 were face-to-face appointments, 421 were telephone appointments, 1,065 were triage appointments and 164 were home visits. The number of appointments where a patient did not attend was 81. Of these, 44 were with a GP, 21 with a Nurse and 16 with an HCA and represent a total of 19 hours and 8 minutes.</p>
4. Review of Medication	<p>LB raised a query from a patient that had been passed to KS concerning the Review of Medications. Richard Laybourn (Practice Pharmacist) had provided a response and BM read this to the group detailing the process used together with its complexities. LB offered to give KS a copy of Richard's response for her to give to the patient. Medications should be issued by the surgery within 48 hours and items should be kept in sync wherever possible.</p> <p>A question was raised at this point about whether more patients could have their medications issued for two months rather than just one month at a time. This change to two months had happened some time ago but medications for some patients are still on a month-by-month basis. BM said she would speak to Richard Laybourn to see whether the list could be reviewed to include more of these patients and would report back in October. It was then suggested that patients could submit an AccuRx form requesting a change to two months that would be forwarded to Richard for review.</p>
5. Noticeboard Topic	<p>The list of topics previously discussed was looked at again. It was agreed that the current display (AccuRx) should remain for the time being. It was agreed that the October meeting should fix a topic for a change of display in November.</p>
6. Vaccination Clinics	<p>JD had put together a rota of members volunteering for door stewarding at flu/COVID clinics on 5, 12 and 19 October. PG and FS asked for their names to be added to the rota. Members thanked JD for undertaking this.</p>
7. Infection Control	<p>AH in the process of contacting the Nurse dealing with Infection Control for the Practice and will contact members about this by email when contact has been made.</p>
8. Radio in Waiting Room	<p>This was on the Agenda only for information. LB told members about hearing a radio station being played in the upstairs waiting room and had asked patients waiting there what they thought about this. None had a strong view about it.</p>
9. AOB	<p>A form had been left in the PPG box from a patient commenting on the number of patients who do not attend appointments. It was agreed that AH would respond to this using the information from the Group's April 2024 Minutes.</p> <p>Adam Stewart (ICB) had been in touch with LB about a Patient Participation Development Day to be held on 30 September in Leeds between 09.00 and 12.00hrs. It was unclear what topics would be discussed at the meeting and that the late notification did not allow members time to plan attending it.</p>
10. Date of Next Meeting	<p><b>4 p.m. Thursday 17 October 2024.</b></p>