



Crossley Street Surgery  
Patient Participation Group  
Minutes of Meeting held at the Surgery  
on 19 February 2026

Present: LB, NP, ST, AH, FS, JD, AD, KS, LM, PG, MT, JB, TG and Beth Martin (Data Quality Manager attending in S-J Martin's absence)  
Apologies: Sarah-Jayne Martin

1. Welcome & Apologies	LB welcomed those members present and gave apologies on behalf of S-J Martin.
2. Approval of Minutes	The Group's January 2026 Minutes were approved.
3. Matters Arising	<p>Veterans' and Carers' Afternoons: The February session had been cancelled due to staff illness. March session going ahead. April session not taking place due to it being Good Friday. LB wondered if Group members might be able to open up the hall for the sessions. BM said that the Practice was discussing a contingency plan to deal with staff absences. BM to attend the March session. PPG volunteers in place.</p> <p>Lloyd George Notes: Progress continues to be made. Target Dates had been received and volunteers will continue with the filing. FS and JD volunteered their time. AD to let them know future Target Dates.</p> <p>NAPP: Members had received an email from NAPP that named the PPG given the Corkill Award but had not been able to open the attachment that would have shown the submission made by that Group. This was considered very unsatisfactory by members but that it was in line with not having received a link into the NAPP Annual General Meeting in December when the decision on the Corkill Award had been made. It was felt that members would receive no further communication from NAPP ahead of its closure at the end of the month.</p> <p>LB had spoken to the patient who had had a concern about a Pharmacy First appointment. The patient was grateful that their concern had been raised and thanked both the Group and the Practice for addressing it. Practice still exploring a follow-up/fail safe protocol to ensure that patients referred for a Pharmacy First appointment have been contacted.</p> <p>In S-J's absence, BM was unable to pass on any further information concerning the Day Lewis sign being removed from above the Group's main display board. B/f to March meeting.</p> <p>Jess's Rule: No information has yet been received by the Practice. BM will look into this with a view to producing a poster.</p> <p>Thanks were expressed to ST for arranging a replacement photograph of NP for the Group's board in the waiting room.</p>

	NP had researched (and had found) some information online about a Young People's Patient Participation Group (age 16-25) that had just started in East Norfolk (Gt. Yarmouth). NP offered to make contact with the organiser and to pass on at the Group's March meeting any information received.
4. Surgery Update	<p>Pauline Tidswell (Reception Manager) had returned to work following her absence due to illness.</p> <p>Dr Pennick will be leaving the Practice in May.</p> <p>Interviews were taking place to fill GP and ANP (Advanced Nurse Practitioner) vacancies.</p> <p>The GP contract with Whealstun Prison will come to an end on 31 March as the prison will be employing its own GP. Crossley Street GPs will continue to visit Wetherby Young Offender Institution.</p> <p>Blood Tests: Due to staff shortages, patients are being asked to go to either Harrogate Hospital or Chain Lane Pharmacy in Knaresborough for blood tests. Patients who already have an appointment at Crossley Street for a blood test are not affected by this.</p> <p>Appointments in January: A total of 4,798 GP and Nurse appointments were made. 1,402 of these were Nurse/HCA appointments, 1,928 were face-to-face appointments, 313 were telephone appointments, 1,046 were Duty Doctor appointments and 109 were home visits. The number of appointments where a patient did not attend was 91. Of these, 44 were with a GP, 23 with a Nurse and 24 with an HCA and represent a total of 21hrs and 25mins.</p>
5. Main Board Display	<p>A discussion took place following members providing topics for inclusion on the Group's board. It was decided that a display covering National No Smoking Day on 11 March would be the first chosen, that Lung Diseases would be the topic for May and Asthma Awareness/Information in July. ST offered to source information for the March display and JD and JB offered their assistance if needed. ST to let other members know if/when help was needed.</p> <p>It was agreed that these displays would lead into the Group's Fundraising that is due to start in August/September.</p>
6. Prescription Order	A patient had raised a query with LB about their repeat prescription and delivery. After some discussion it was thought that a new procedure had been put in place for the patient (possibly by a carer) but that it should run smoothly when handled on the patient's behalf. LB thanked Reception staff for their help.
7. Prospective New Member	AH had been made aware of a patient enquiring about joining the Group and had sent them information about the Group and also the date of its next meeting.
8. AOB	There was no other business.
9. Date of Next Meeting	<b>4 p.m. Thursday 19 March 2026.</b>