



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 19 June 2025

Present: LB, FS, AH, MT, LM, AD, ST, NP, S-J Martin (Practice Manager)

Apologies: PG, JD, TG, KS

1. Welcome and Apologies	LB welcomed those present and gave Apologies on behalf of those unable to attend.
2. Approval of Minutes	The Group's May Minutes were approved.
3. Matters Arising from Minutes	<p>Carers' and Veterans' Afternoon on 6 June: AD reported that this had been a success with those attending enjoying their time together. The next one will be held on 4 July. Members to be asked to volunteer to help with refreshments.</p> <p>LB asked S-J for an update on patients being asked to discuss only one medical issue per consultation. S-J reported that it is working well with doctors making an informed decision if a patient speaks about a second issue as they can often be linked. There has been no negative feedback following this being put into practice. Friends & Family and Google reviews have all been positive.</p> <p>Fundraising: This has now been wound up with posters having been displayed informing patients of the amount raised and items purchased. The Summer Newsletter has been produced and distributed and is displayed within the surgery, is on the surgery website and in the town's Library. Thanks were extended to Practice staff and members for the contribution made.</p> <p>Lanyards and badges for members: S-J distributed these to members. These will help identify members when they are undertaking 'PPG duties' within the surgery as well as at COVID clinics and Carers'/Veterans' afternoons.</p> <p>Signing in Book: S-J still looking at a means of updating the present method/book. This item will be brought forward to the next meeting.</p> <p>Ordering medications direct from an online pharmacy and using SystmOnline for ordering but changing to an online pharmacy for the delivery (patients asking for help): LB had followed up on this and had given the patients all the information they needed.</p>

4. Surgery Update	<p>Eliza Venizelou's last day with the Practice will be 24 July. The Group wished her well in her new post at Collingham Surgery.</p> <p>One new member of staff has already joined the Admin Team with another starting on 23 June.</p> <p>Appointments in May: A total of 4,812 GP and Nurse appointments were made. 1,495 of these were Nurse/HCA appointments, 1,918 were face-to-face appointments, 283 were telephone appointments, 996 were triage appointments and 120 were home visits. The number of appointments where a patient did not attend was 65. Of these, 37 were with a GP, 13 with a Nurse and 15 with an HCA and represent a total of 12hrs and 50mins.</p>
5. Veterans' Covenant	<p>Following a conversation with a veteran, AD raised some questions relating to the Covenant. S-J explained about the Covenant, how NHS England applies it and how individual practices can become accredited. The Covenant relates to the care pathway offered by secondary care to veterans. Crossley Street Surgery is in the process of becoming an Accredited/Veteran-Friendly Practice. This process is nearly complete. Staff training will be undertaken at the next Surgery Target Day on 3 July. Following this, S-J will update the Group at its July meeting.</p>
6. Corkill Award	<p>LB explained the process involved in applying for this Award funded by and decided on by NAPP (National Association for Patient Participation). The application process is lengthy, complex and involves an input not only from members of a PPG but also from their Practice Manager. LB asked members to submit any wording they might like to have considered for inclusion. S-J has already contributed wording from a Practice perspective. Submissions can be made until October of this year so this allows time to complete the process. The Award comes not only with a monetary prize but also means that the winning PPG has the ability to share the achievements behind their successful entry with other PPGs nationally. Updates on this will be given at future meetings. Members thanked LB, ST and S-J for the contribution they have already made.</p>
7. AOB	<p>AH had asked LB to ask S-J at the meeting how PPG members might meet new members of staff so they (staff) can better understand what it is that the Group does and so members might learn something about (say) a doctor's area of expertise. S-J explained that staff shift patterns might not make it possible for doctors to attend PPG meetings. It was suggested that a specific member of staff might 'call in' to one of the monthly meetings (say for 10 minutes). S-J said to let her know when members would like this to happen and that she would try to arrange it. S-J said to let her know if any member might like to attend one of the monthly Surgery Target Meetings.</p> <p>NAPP Forum: Both ST and AH had contributed to the NAPP Forum/Newsletter. Members thanked them for doing this.</p>
8. Date of Next Meeting	<p>4 p.m. Thursday 17 July 2025.</p>