



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

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

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| 1. Welcome & Apologies | LB welcomed those members present and gave Apologies on behalf of members unable to attend. The prospective new member who had planned to attend the meeting had given his apologies for non-attendance but planned to come to the April Meeting.   |
| 2. Approval of Minutes | The Group's February Minutes were approved with a small change that was agreed by members.  |
| 3. Matters Arising     | <p>Veterans' and Carers' Afternoons: ST and LM had attended the February afternoon and informed members that around 31 attendees had enjoyed their afternoon. This number seemed to be an equal split between both groups. Volunteers in place for the next afternoon in May.</p> <p>Lloyd George Notes: Progress is being made. With possibly two further visits, AH and AD hope to finish the filing bays. This will then leave the remaining files stored elsewhere to be started. AH and AD will keep Group members informed.</p> <p>Pharmacy First Appointments: Practice still exploring a follow up protocol to ensure that patients referred for a Pharmacy First appointment have been contacted. c/f to April meeting.</p> <p>Day Lewis Sign: Day Lewis Manager happy for their sign to be removed from above the Group's main display board. If the Group wishes to use the other board, Day Lewis happy for them to do so.</p> <p>Young People's Patient Participation Group (Norfolk): NP had tried to make contact with the facilitator but she was on holiday. He had sent her an email and will try making contact in due course. Members asked to contact NP with any questions they might have. c/f to April meeting.</p> <p>Jess's Rule: Information now on Surgery's FB page. BM will also produce a poster.</p> <p>Blood Tests: Due to staff shortages, patients are still being asked to go to either Harrogate Hospital or Chain Lane Pharmacy in Knaresborough. It is hoped that the appointment of new members of staff will soon lead to patients not</p> |

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|                          | having to attend elsewhere.   |
| 4. Surgery Update        | <p>Staffing: Two new GPs will be starting with the Practice - Dr Catherine Riley on 9 June and Dr Rachel Rowley on 1 June.</p> <p>Dr Tom Winterton has already left the Practice and Dr Matthew Pennick will be leaving in May. Dr Emily Parsloe will be leaving in April and Dr Roisin Cocker in June.</p> <p>New Nurse: Natalie Longley will start in May.<br/> 'New' HCA: Debbie Kaye will be returning to the Practice in May.<br/> Reception: Daisy Wilkinson has been appointed Reception Supervisor.</p> <p>Spring COVID Campaign: This will be undertaken April/May time for patients over 75 and those who are immuno-suppressant. Patients will be contacted. c/f to April meeting.</p> <p>AD asked if BM would update members who might not have seen the information already on the Surgery website concerning the outbreak of Meningitis in Kent. Members thanked BM for this.</p> <p>Appointments in February: A total of 4,603 GP and Nurse appointments were made. 1,305 of these were Nurse/HCA appointments, 1,980 were GP face-to-face appointments, 291 were telephone appointments, 917 were Duty Doctor appointments and 110 were home visits. The number of appointments where a patient did not attend was 87. Of these, 45 were with a GP, 24 with a Nurse and 18 with an HCA and represent a total of 21hrs and 25mins.</p>     |
| 5. Continuity of Service | <p>TG raised a concern about continuity of care (with the same doctor) following a consultation. Although this had been raised in previous meetings, clarification was sought. A discussion took place and BM offered to contribute to the Group's Minutes:</p> <p><b>The following information was received from Bethany Martin following the meeting as a means of clarification:</b></p> <p>'Continuity of care was discussed following concerns raised by a member. The practice acknowledges the value patients place on seeing the same GP, particularly for on-going or complex health issues, and aims to support continuity wherever it is clinically appropriate and operationally feasible. However, it was reiterated that it is not possible to guarantee that patients will see the same GP at every appointment due to factors such as GP availability, part-time working, annual leave, and the need to ensure timely access to care. Patients are welcome to request a preferred GP, and the practice will make reasonable efforts to accommodate this where possible, but this cannot be assured in all cases. The practice remains committed to maintaining high-quality, coordinated care through comprehensive medical records and team-based working. This position was noted by the group and no further actions were agreed.'</p> |
| 6. Minor Surgery Clinics | <p>KS raised this topic. A conversation with a patient had led to KS becoming aware that if one of the Practice GPs refers a patient for minor surgery the patient has to make an appointment through the NHS App and that the four facilities offered are: The Spire Leeds, a surgery in Meanwood, a surgery in Bramhope and a surgery on Street Lane. None of these is on a bus route from Wetherby. Her concern was for someone who had no means of getting to one of these facilities. KS had been told by the Practice Reception that patients are not funded to attend Harrogate Hospital for treatment. Two questions arose: Why are patients not funded to attend Harrogate Hospital; and is there any transport offered to patients</p>  |

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|                      | <p>to attend an appointment at one of these four Leeds' facilities?</p> <p>Historically, Wetherby patients were able to access health services in Harrogate and – for some procedures – this still happens.</p> <p>BM offered to find out whether any transport was available. c/f to April meeting.</p>  |
| 7. Board Display     | <p>LB thanked those members who had put the current display in place ahead of National No Smoking Day on 11 March.</p> <p>LB asked members if anyone with any knowledge of lung diseases might volunteer to make a note of the main topics (ie diseases/how they can be treated/impact) that could be included on the Board and used for the Fundraising campaign that will be taking place later in the year. JB offered to do this and to bring ideas forward to the Group's April meeting. Members offered their thanks.</p> <p>NP asked if the Group could make use of the offer of the extra display board not being used by Day Lewis. A discussion took place about whether it could be used to inform patients about the work of the PPG and to promote future Fundraising. It was felt that this might also be a useful tool for finding new members.</p> <p>FS followed on by suggesting that flyers might be produced and distributed to those patients who might not capture the information that is put up on the boards about fundraising. This, in turn, led to a broader discussion about how our PPG might communicate more effectively with patients across different age groups and platforms about its role. LB to progress this with BM.</p> |
| 8. Spring Newsletter | <p>LB spoke of items she proposed to include in this: Stop Smoking and the Leeds' No Smoking Helpline, missed appointment figures, arrangements for blood tests, staff changes, Veterans' and Carers' Afternoons, and Pharmacy First referrals. Members asked to contact LB with any other suggestions.</p>   |
| 9. AOB               | <p>In JD's absence, LB asked a question about a link being sent to an App run by Leeds Health &amp; Care Partnership. There were some members who knew about this App (getUBetter) and had downloaded it, but others who did not. JD/LB wanted to know more about the App – Who is it available to? How do patients get it? Is it a local initiative? Is it free?</p> <p>BM told Members that this is a national App funded by local ICBs (including Leeds). All Leeds patients can download it and can use it free for advice through self management on preventing or recovering from a range of joint problems. Members who had already downloaded it confirmed they had received a link that allowed them to do so. It is also available via an individual's App Store or by searching on Google.</p> <p>A request had been emailed to the surgery from someone who wanted to make contact with the PPG concerning a group they were involved with. In the absence of more information, it was agreed that a meeting be set up by BM with herself, two representatives from PPG (LB and AH) and the person involved. It was hoped this would establish what the group's needs were and how PPG might help. c/f to April meeting.</p>                          |

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|                          | Dates of future meetings: ST was thanked for producing a revised list of the dates of the Group's remaining 2026 meetings. Copies were passed out to members. |
| 10. Date of Next Meeting | <b>4 p.m. Thursday 16 April 2026. Future meetings in 2026: 28 May, 18 June, 16 July, 24 September, 15 October, 19 November.</b>                               |