



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 28 May 2026

Present: LB, AH, JD, FS, JB, PG, LM, KS, AD, ST, S-J Martin (Practice Manager)

Apologies: NP, MT, CS, TG

1. Welcome & Apologies	LB welcomed those members present and gave Apologies on behalf of members unable to attend.
2. Approval of Minutes	The Group's April Minutes were approved.
3. Matters Arising	<p>Pharmacy First Appointments: No progress had been made with BM arranging a meeting with Boots and Day Lewis Pharmacy Managers. c/f to June meeting.</p> <p>Jess's Rule: Placement of posters in hand.</p> <p>Lloyd George Notes: Overflow notes about to be started. Arrangements have been made for two/three members to go in on each Target Day to work on these.</p> <p>Minor Surgery Clinics (Transport): See Item 6.</p> <p>Leeds Social Prescribing Service: LB updated Group members on a meeting with Cllr Penny Stables (this included a discussion about remote access to PPG meetings (see Item 5)). Cllr Stables had subsequently sent posters for display in the surgery waiting areas that included information about a meeting in Wetherby Town Hall on 11 June.</p> <p>Day Lewis Noticeboard: For clarification, this is the Board that PPG will be using as an additional Board. LB and BM (who had joined the meeting briefly at this point) discussed posters already on the Board being removed prior to PPG using its own laminated ones. BM to check with Day Lewis that posters already in place can be removed.</p> <p>Young People's Patient Participation Group (Norfolk): It was felt that this could be discussed after NP had been back in touch with his contact in Gt. Yarmouth.</p>

<p>4. Surgery Update</p>	<p>Dr Catherine Riley and Dr Rachel Rowley will start with the Practice in early June. Dr Cocker will leave on 5 June. Within the Patient Services Administrators' Team, three new Receptionists have been recruited and will start in late Summer. One of the existing Receptionists will shortly be going on Maternity Leave and one will be retiring at the end of August. Members expressed their gratitude to the Reception Team that have an astounding knowledge (with no two days being the same), who work at a hard pace and support all patients who come to the window or phone in with difficult queries and situations.</p> <p>Appointments in April: A total of 4,340 GP and Nurse appointments were made. 955 of these were Nurse/HCA appointments, 2,111 were face-to-face appointments, 342 were telephone appointments, 827 were Duty Doctor appointments and 105 were home visits. The number of appointments where a patient did not attend was 98. Of these, 49 were with a GP, 37 with a Nurse and 12 with an HCA and represent a total of 23hrs and 45mins.</p> <p>COVID and RSV vaccination campaign going well. All care homes now done and all housebound patients will have received their vaccines by early June.</p> <p>S-J left the meeting at this point.</p>
<p>5. Remote Access to PPG</p>	<p>This had been discussed at the recent meeting with Cllr Penny Stables (see Item 3). As regards members of the Pain Management Group having remote access to the Group's meetings, LB had explained to Cllr Stables that, while technical issues could be overcome, there were other considerations, the main one being that by its own Terms of Reference, only Crossley Street Surgery patients were eligible to become members of the Crossley Street Surgery PPG. Cllr Stables was given information about the means by which Crossley Street patients can contact the Group.</p> <p>A link was established between BM, LB, AH and Cllr Stables who would take back to members of the Pain Management Group information on what Crossley Street Surgery PPG can (and does) do for patients of the Surgery. Cllr Stables followed the meeting up with thanks to BM, LB and AH and had provided posters for display (see Item 3). It was hoped that a current member of PPG with links to the Pain Management Group might inform members of that Group about matters discussed at PPG meetings as they related to Crossley Street patients.</p>
<p>6. Podiatry Services in Wetherby</p>	<p>In MT's absence, LB spoke to the Group about a letter that MT had received informing patients that appointments for Podiatry Services would no longer be available in Wetherby and that MT had attended an appointment in Yeadon instead.</p> <p>A discussion then followed about Wetherby patients now only being offered Minor Surgery Clinics at four centres in Leeds. As had been discussed at the Group's April meeting, none of these centres is on a direct bus route from Wetherby and patients either have to take two buses in and out of Leeds City Centre, be able to drive themselves there, have a friend or family member take them, pay for a taxi, or enquire about hospital transport from Yorkshire Ambulance Service NHS Trust to see if they would '...meet the eligibility criteria when making the booking to attend the clinics' (wording from Yorkshire Ambulance Service NHS Trust email). JB had made contact with WISE who replied by email that, 'Unfortunately, WISE Transport doesn't extend to cover such journeys. For the purpose of medical journeys it is for those wishing to attend appointments locally ie Crossley Street, Wetherby Health Centre and to Doctors' surgeries in the surrounding villages. We also provide Transport to social events/groups within the same area ie Wetherby and surrounding villages.'</p>

	<p>KS believed that these health care issues (Minor Surgery and Podiatry appointments and – as had just been found out – Eye care) had been protected at the time of boundary changes in the 1970s when Wetherby became part of West Yorkshire with Wetherby patients being referred to Harrogate Hospital until now.</p> <p>Members expressed their concern about Wetherby patients now being referred for services to Leeds Hospitals rather than Harrogate Hospital and about the difficulty many patients will have accessing transport to these various locations. LB offered to draft and to send a letter to Sir Alec Shelbrooke, MP bringing this situation and its concerns to his notice.</p>
7. Large Board	<p>LB had been in contact with two charities (Asthma and Lung UK and Breathing Matters) asking for information that could be displayed about Lung Diseases on the Board. Asthma and Lung UK were delighted that the Group was covering this topic and making information available to patients on its Board. They agreed that anything from their website could be used. Breathing Matters information online was primarily about the work that the charity does and the research it undertakes but LB has asked that they send any leaflets that could form part of a display. Members thanked LB.</p>
8. AOB	<p>Veterans' and Carers' Afternoons: Group Members in place for volunteering in June (PG and MT) in July (AD and ST) and August (JB and FS/KS). Members expressed their thanks to those coming forward to assist.</p> <p>Raised while S-J was still in attendance but falling under AOB: FS raised the referral/attendance numbers of patients at Wetherby Leg Club that takes place in Wetherby Methodist Church Rooms on a Friday morning. S-J offered to look into this.</p> <p>BM had let Members have a note of the new NHS email address for Crossley Street PPG.</p> <p>JB again raised the issue of some patients not using social media and not being fully informed about the role of the Patient Participation Group. There had been a suggestion at a previous meeting of an email being sent out to patients who have registered their email address with the Surgery. JB read out the suggestion of an email message that might be sent ahead of the fundraising campaign. Members thanked JB for this and agreed that this could be pursued directly with BM.</p>
9. Date of Next Meeting	4 p.m. Thursday 18 June 2026.