



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 18 June 2026

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

Apologies: NP, MT, TG, JB, LM, JD

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 May Minutes were approved.
3. Matters Arising	Pharmacy First Appointments: BM had met with the Day Lewis Pharmacy Manager. Together, they had agreed on a template message that would advise patients who had been referred for a Pharmacy First appointment that if their specified Pharmacy had not been in contact with them within two hours they should contact the Pharmacy direct. Boots Pharmacy also knows about this message. Lloyd George Notes: AH was able to tell members that the alphabetising of the Notes had been completed. S-J thanked those who had undertaken this immense piece of work over the past year. Leg Club: S-J had looked into this and a discussion took place. S-J will update further at July meeting. LB asked S-J if she would pass on a patient's thanks to both Bethany Martin and Daisy Wilkinson. They had been extremely helpful regarding an issue being experienced by a member of the patient's family. Communication to MP: A discussion took place following which it was agreed that LB would send a final draft email to members for agreement and if ok then send to Sir Alec Shelbrooke. LB thanked S-J for her help in this. Large Board: LB thanked AH for her help and JB for her information on lung diseases used along with that from the two charities she had spoken about at the May meeting and that LB had thanked them for. JB has offered her help with the planning of the next board on Asthma. Connecting with Patients who don't use Social Media: In JB's absence, LB advised members that JB had been in touch with BM and that a text message will be sent to patients informing them about PPG and its role.

4. Surgery Update	Two new GPs had now started with the Practice: Dr Catherine Riley and Dr Rachel Rowley. Three new Receptionists are about to start – two in June and one in July. Appointments in May: A total of 4,292 GP and Nurse appointments were made. 1,294 of these were Nurse/HCA appointments, 1,780 were face-to-face appointments, 253 were telephone appointments, 866 were Duty Doctor appointments and 99 were home visits. The number of appointments where a patient did not attend was 92. Of these, 41 were with a GP, 25 with a Nurse and 26 with an HCA and represent a total of 22hrs. Telephone Prescription Requests: Following a phone audit, a message will be going out from the Practice via social media and the website to advise patients that from 6 July Prescription requests will no longer be taken over the telephone. The Practice is conscious that some discretion will need to be applied and individual exceptions made but it is hoped that most patients who use this method currently can be helped to find and use an alternative one.
5. Small PPG Notice Boards	ST had prepared a new display that amends information on PPG. This had been distributed to members ahead of the meeting and will be attached to the Boards. It was agreed that the website as it relates to membership of PPG and meeting dates should also be amended. It was agreed that the new PPG email address should be displayed on the Boards. This will allow patients to make contact with the Group (crossleystreetppg@gmail.com). AH kindly agreed to monitor emails.
6. Extra Notice Board	All information currently on display relates to either the Surgery or to Day Lewis. All are laminated. The information that Cllr Stables had provided is displayed in several places within the Surgery. LB asked for a volunteer to look after the Board.
7. Summer Newsletter	LB asked S-J for some information on the 6 July change to patients requesting Prescriptions by phone. S-J gave LB a note of the actual wording to be used on social media for her to use in the Newsletter. LB had started to put the Newsletter together and asked members to let her have any further topics for inclusion.
8. Eye Appointments	LB had been approached by a patient who had a concern that GPs no longer offered appointments for eye issues. S-J addressed this by saying if a patient completed an AccuRx form saying they had an issue with an eye, that this would be triaged by a GP in the normal way who would then make a clinical decision and either refer the patient for a Pharmacy First appointment or, if Pharmacy First was not appropriate, would arrange an appointment. LB offered to give an assurance to the patient that Crossley Street GPs do offer appointments for eye issues. Received from S-J following the meeting: ‘..the patient may also be referred to CUES by a GP not just Pharmacy First. The Community Urgent Eyecare Service (CUES) provides urgent assessment, treatment or referral for sudden onset eye problems such as flashes, floaters, vision loss or minor eye injuries.’
9. AOB	S-J offered to provide a list of symptoms/conditions that are referred by Surgeries to Pharmacy First. Received from S-J following the meeting:

	'The following shows the 7 conditions pharmacists can manage across various age ranges. Acute otitis media (1 to 17 years) Impetigo (1 year and over) Infected insect bites (1 year and over) Shingles (18 years and over) Sinusitis (12 years and over) Sore throat (5 years and over) Uncomplicated urinary tract infections (Women 16-64 years) I also enquired as to whether there were any new criteria, and our pharmacists are unaware of anything at this time.' Thanks were extended again to the volunteers who had come forward to help with the Veterans' and Carers' afternoons. AH let the Group know that she had called in to the Town Hall at the recently-held Dementia Awareness and Support Event. There were a number of stalls and she had picked up information that might be useful for a future Board.
10. Date of Next Meeting	4 p.m. Thursday 16 July 2026.