



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 16 April 2026

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

1. Welcome & Apologies	LB welcomed those members present and gave Apologies on behalf of members unable to attend. A new member (CS) was also welcomed and introduced himself later in the meeting.
2. Approval of Minutes	The Group's March Minutes were approved.
3. Matters Arising	<p>Pharmacy First Appointments: BM had been in touch with Day Lewis and Boots Pharmacies. She has explained to them what the surgery is trying to achieve in terms of a protocol and is trying to organise a meeting with them. c/f to May meeting.</p> <p>Day Lewis sign: This will be removed by PPG when the new Board is being done.</p> <p>Young People's Patient Participation Group (Norfolk): In NP's absence, this item will be carried forward to the Group's May meeting.</p> <p>Jess's Rule: Signs ready to be laminated and will be displayed in each of the patient waiting rooms.</p> <p>Blood Tests: Patients are also able to attend Wetherby Health Centre on a Saturday for these. Patients will be given this option when collecting a form from Reception.</p> <p>Spring COVID Campaign: Patients over 75 and those who are immune-suppressant are eligible for vaccination. A clinic targeted at patients over 90 was run by the Practice with other patients being advised to keep checking the availability of appointments at local pharmacies. Patients booked in to have a COVID vaccination will be offered the RSV vaccination depending on the date of their last one ('a single dose [RSV] is expected to give... good protection for a few years. In the clinical studies, RSV vaccine provided good protection for at least 2 years, and is expected to last longer' (www.gov.uk)).</p> <p>Minor Surgery Clinics: KS updated members on the experience a patient had had when being offered an appointment at one of the Leeds centres. This had not been satisfactory. As far as transport was concerned, BM had been in contact with</p>

Yorkshire Ambulance Service NHS Trust and had been advised by them that while (geographically) Wetherby patients were eligible for transport to the four centres, they would 'need to meet the eligibility criteria when making the booking to attend the clinics.' Group members expressed their concern about this. JB offered to make enquiries with WISE (Wetherby In Support of the Elderly) as to whether they might be able to offer transport. c/f to May meeting.

Use of extra Display Board: NP had suggested this might be useful for recruiting new members. As the Group is currently full (by its Terms of Reference) and has a waiting list, LB wondered whether it might be used for topical information like Glaucoma Week (in July). Other subjects were also considered. c/f to May meeting.

Communication across demographic and platforms: A further discussion took place on this with a suggestion that - in addition to the existing platforms - leaflets could be printed out when the Group's Fundraising activities commence. JB also wondered if contacting patients (say) once a year by email or via the Practice website asking them to check social media for information on PPG activities might capture patients who do not regularly use FB.

Spring Newsletter: LB extended thanks to ST and to BM for their help in producing the Newsletter. LB had delivered around 30 to her neighbourhood with copies in the town's library and also on display in the surgery waiting rooms.

Request for a group to attend meetings: Contact had been made between LB and the Wellbeing Co-ordinator for Linking Leeds Social Prescribing Service. An invitation had been extended to facilitate a face-to-face meeting in the Surgery to establish what the needs of the local group might be but unfortunately the date offered was at a time when the Wellbeing Co-ordinator was not available. Information had been passed on to Cllr Penny Stables who had set up a Pain Management Group and a new date for a meeting (14 May) has been arranged. It is hoped that Cllr Stables, LB, AH, Bethany Martin and the Wellbeing Co-ordinator will all be present to ascertain what assistance is needed and whether PPG can help. LB asked members to let her have any questions or comments ahead of the meeting. CS was thanked for passing on some useful information to Members about the Pain Management Group meetings/speakers.

4. Surgery Update

Staffing: JF currently on sick leave. A contingency plan is in place for the Veterans'/Carers' afternoons. Two members of the Group will attend the May afternoon along with a staff member. The Group offered their best wishes to JF.

Lloyd George Notes: The ordering of these in the main bays is nearing completion. The next plan will be to do the same with the Notes in the surgery storage room.

Two new Registrars have joined the Practice - Dr Kate Howick and Dr Malayka Jaffary. AD asked if the Surgery website could be updated to show the recent staff changes.

Appointments in March: A total of 4,787 GP and Nurse appointments were made. 1,237 of these were Nurse/HCA appointments, 2048 were GP face-to-face appointments, 326 were telephone appointments, 1,067 were Duty Doctor appointments and 109 were home visits. The number of appointments where a patient did not attend was 80. Of these, 50 were with a GP, 21 with a Nurse and 9 with an HCA and represent a total of 20hrs and 35mins.

AH raised a question concerning the new GP Contract as it relates to Triage forms being available online all day for completion. BM told the Group that the Practice position remained the same as before with patients able to complete the

	<p>Medical one until mid-day and the Admin one (including routine care, appointments for blood tests and Nurse appointments) all day. This system allowed the Practice to operate a safe service for both patients and staff with anything urgent being dealt with on the day.</p> <p>BM left the meeting at this point.</p>
5. Board Topic	<p>Lung Diseases: LB had asked members at the Group's March meeting if anyone with any knowledge of lung diseases might volunteer to research the main topics (diseases/how they can be treated/impact) that could then be included on the Board and used for the Fundraising campaign that will be taking place later in the year. JB had offered to do this and presented information to members on her extensive research. This included: ARDS (Acute Respiratory Distress Syndrome), Asbestosis, Asthma, Bronchiectasis, Bronchiolitis, Chest Infections, Chronic Bronchitis, COPD (Chronic Obstructive Pulmonary Disease), Cystic Fibrosis, Emphysema, Hay Fever, Legionnaires' Disease, Sleep Apnoea, Pulmonary Embolism, Pulmonary Fibrosis, Lung Cancer and Tuberculosis. Members thanked JB for the information which they felt gave them a better understanding of these conditions and allowed not only for the preparation of the next Board display but also for the Group's Fundraising campaign for a FENO (Fractional Exhaled Nitric Oxide) machine.</p>
6. Access Requirement	<p>This had been raised by AH and discussed within Item 4 (Surgery Update) but a further discussion took place. It was felt that BM had given assurances that Crossley Street patients were being given the care they needed throughout the course of every day.</p>
7. AOB	<p>Veterans'/Carers' Afternoon 5 June: AD asked if one additional PPG member could volunteer for this that they might contact her.</p>
9. Date of Next Meeting	<p>4 p.m. Thursday 28 May 2026. Future meetings in 2026: 18 June, 16 July, 24 September, 15 October, 19 November.</p>