



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 17 July 2025

Present: LB, NP, TG, AH, FS, AD, KS, LM, ST, PG, MT, Eliza Venizelou (Data Quality Manager attending for S-J Martin) Apologies: JD, S-J Martin

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 June Minutes were approved.
3. Matters Arising from Minutes	<p>Carers' and Veterans' Afternoon 4 July: AD reported that this had again been a success with the numbers growing and those attending finding their time together both enjoyable and informative. Julie Freeman thanks PPG Members for volunteering their time. The next one will be held on Friday 1 August and the September one on Friday 5th. It was suggested that a new poster be created to clarify that those attending could be either a carer or a veteran or both. EV noted this. It is also hoped that women who have been in uniform would also get to know about this and also attend. It was felt that it was 'early days' but it was hoped it would grow as people in the town and surrounding area became more aware.</p> <p>Signing in Book: Two options are being explored (both of which involve a cost to the Practice). S-J will update members at the September meeting.</p> <p>Veterans' Covenant: Both clinical and non-clinical staff members received the required training at the last surgery Target training afternoon. The Surgery is now a Veteran Accredited Practice and this information was put on the Practice website and Facebook page. EV to liaise with Julie Freeman about a new poster for display within the surgery about this and asking patients to let Reception Staff know if they are a Veteran. This will allow for a patient's record to 'flag up' this information when making contact with the surgery.</p> <p>PPG Members meeting new members of staff: S-J had, prior to the meeting, intimated that she would be unable to attend the Group's September meeting but if it was re-scheduled to the following week, not only could she attend but it would give her an opportunity to introduce the Practice's new Operations Manager (Clare Perry) to the Group. Members agreed that this change of date was acceptable and will look forward to meeting Clare.</p> <p>Members wishing to attend Surgery Target Meetings: Any members who might like to attend a Target Meeting are asked to contact LB who will pass on this information to S-J.</p>

4. Surgery Update	<p>Staffing Update: Two new members of staff have been recruited to the new hybrid role working across the Admin, Data Quality Team and Reception. One will start at the end of July and the other mid-August. All other teams are fully staffed and working well. The surgery is incredibly busy and, with the holiday season due to start, this will put further pressure on staff.</p> <p>Winter Flu Clinics: Dates are now fixed for 4, 11, 18 and 25 October and will cover both mornings and afternoons on those days. LB to send out an email to members asking for volunteers.</p> <p>Appointments in June: A total of 4,895 GP and Nurse appointments were made. 1,597 of these were Nurse/HCA appointments, 1,895 were face-to-face appointments, 284 were telephone appointments, 993 were triage appointments and 126 were home visits. The number of appointments where a patient did not attend was 80. Of these, 32 were with a GP, 21 with a Nurse and 27 with an HCA and represent a total of 16hrs and 11mins.</p>
5. Corkill Award	<p>The Application form has proven to be a lengthy and complicated process requiring clarification issues to be raised with NAPP. LB is progressing with each section and will, with S-J's help, submit the form before the due date in October. Members acknowledged what had been done prior to the meeting and thanked LB and S-J in her absence for working towards the completion of the form.</p>
6. Large Display Board	<p>It was agreed that this needed to be updated. LB offered some suggestions for what should be displayed and additional suggestions were made. LB to contact members to ask for availability to help with the design, production and display.</p>
7. Planning Application	<p>Members discussed the information they had received about the current Planning Applications being considered by both North Yorkshire and West Yorkshire Councils, how these might/will affect the town and – in particular – the Practice. AD will attend a meeting on 24 July in the Town Hall for more information and clarification. Group members can (if they wish to) raise objections individually as any feedback/discussions would not take place until the Group's September meeting.</p>
8. AOB	<p>NP asked whether the Group had considered an on-going fundraising plan. This had been raised in previous meetings and, in particular around the time fundraising was taking place for the Dermatoscope, but both Members and the Practice had not felt at that time that this was appropriate.</p> <p>NHS 2025 GP Survey Results. The results have been made available to members via a link on the NAPP Forum. NP asked if the Group had considered/wished to comment on the findings. It was agreed that this item would be placed on the September Agenda.</p> <p>FS asked about Parkrun. Crossley Street Surgery continues to promote and support this with members of staff taking part and by information being made available to patients.</p> <p>TG raised a query about Lasting Powers of Attorney (LPAs) and whether these were something patients should register with the surgery. A discussion took place. It was felt that while patients should make LPAs, registering them with the Practice was not something that was necessary and would mean an added workload for surgery staff.</p>
9. Date of Next Meeting	<p>4 p.m. Thursday 25 September 2025.</p>