



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

Present: LB, AH, JD, FS, PG, TG, AD, Eliza Venizelou (Data Quality Manager attending for S-J Martin)
and Julie Freeman (Care Co-ordinator)

Apologies: ST, MT, KS, LM and S-J Martin

In attendance: NP (prospective new member)

1. Welcome and Apologies	LB welcomed those present, gave Apologies on behalf of those unable to attend and welcomed NP. The Group welcomed both Eliza Venizelou and Julie Freeman. Julie introduced herself and explained her role within the Practice.
2. Approval of Minutes	The Group's March Minutes were approved.
3. Matters Arising from Minutes	<p>Parkrun: This had been a success and had had a good turnout from the Surgery. It is hoped that staff and patients will continue to support improving health and wellbeing through these weekly events.</p> <p>RSV Vaccines: Further clinics have been scheduled and will continue over the year, consisting of between one or two sessions per month, capacity allowing. Patients are contacted by the Practice.</p> <p>Extra Funding for AI: Confirmed by ICB that there is no funding this year for AccuRX (the appointment system used by the Practice and other Practices within Wetherby PCN).</p> <p>NHS England: No further update has been received following the announcement on Government plans to abolish NHS England.</p> <p>Hearing Test Service: LB updated the meeting on further information. It was felt that the process remains complicated and unclear.</p> <p>Lloyd George Notes: On behalf of the Practice, Eliza Venizelou thanked Group members who had made a great start to alphabetising these. While members had no idea why the notes are called this, everyone came to realise that they are the patient record envelopes that store older paper records. Members happy to assist in this and will continue to volunteer until the job is completed.</p> <p>Meet ups for Carers and Veterans: Julie Freeman explained to members about the plan for an outreach coffee afternoon for both carers and veterans. These will be held on the first Friday of each month (starting 2 May) in St James' Church</p>

	<p>Scout Hut on Church Street. Outside organisations will be invited to outline what help/advice is available from them and it is hoped that carers and veterans can also enjoy the company of others there. Julie asked PPG members for help making teas and coffees during the course of these afternoons. The Group wished her every success in this new venture and offered their support.</p>
4. Surgery Update	<p>All vacant positions in Reception have now been recruited to. Currently, over 50% of the Reception team is new and will require an in-depth induction and training programme. This, of course, places additional pressure on other staff members.</p> <p>Appointments in March: A total of 4,930 GP and Nurse appointments were made. 1,539 of these were Nurse/HCA appointments, 2,035 were face-to-face appointments, 299 were telephone appointments, 909 were triage appointments and 148 were home visits. The number of appointments where a patient did not attend was 96. Of these, 46 were with a GP, 27 with a Nurse and 23 with an HCA and represent a total of 22hrs and 50mins.</p> <p>Members expressed concern with the high number of DNAs but fully appreciated the measures already in place to address it. They asked if there was anything they – as a group – might do to assist in reducing the number.</p>
5. Fundraising Update	<p>The fundraising appeal closed on 28 March and raised £2,959.47. The Dermatoscope will now be ordered. Further information will given at the Group's next meeting and published in the next PPG Newsletter, on the noticeboards within the Surgery and on the Surgery's website and FB page.</p>
6. NAPP/PPG Awareness Week	<p>LB explained to members about the online resources offered by NAPP and the cost to the Practice of renewing its membership. S-J had indicated prior to the meeting that the Surgery was fully supportive of whatever decision members reached. A discussion took place about the value of membership. It was agreed to renew this year with a further discussion to take place ahead of next year's renewal date.</p> <p>Following a discussion about the NAPP annual Corkill Award, it was agreed that the Group should submit an entry for the Award using the successful fundraising appeal as an example of the work undertaken for the Practice. LB to draw up and circulate a draft submission.</p> <p>No discussion took place about the PPG Awareness Week (31 May – 6 June).</p>
7. COVID Vaccinations	<p>The Surgery has already commenced on a successful vaccine programme prioritising older and housebound patients. A clinic was held on 3 April and a second one will be held on 15 May. There are no plans to run any future clinics beyond this date. All eligible patients are encouraged to book their vaccination at alternative sites. Information about eligibility and how to book an appointment is on the Surgery's FB page and on a pop-up section of the Surgery's website headed 'Book your COVID-19 vaccination'.</p>
8. AOB	<p>AH raised a news item from earlier in the day – 'Plan for GPs to keep millions out of hospital.' A brief outline of what this report had stated was given and it was hoped that some more information might be available at the next meeting.</p> <p>LB asked if the Surgery website could be updated to show new members of staff who had recently been appointed.</p>

9. Date of Next Meeting	4 p.m. Thursday 22 May 2025.
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