



Crossley Street Surgery  
Patient Participation Group  
Minutes of Meeting held at the Surgery  
on 16 February 2023

Present: S-J Humphries, Practice Manager  
LB, AH, KS, TG, ST, AD

Apologies: MT, JD

Attending: PG

1. Introductions and Welcome	LB welcomed members and introduced a new prospective member.
2. Matters arising and approval of Minutes	<p>ICB Patient Survey: It was agreed that members would provide LB with questions they felt relevant/specific to a Crossley Street survey before the next meeting that will then be sent to S-J for consideration.</p> <p>Winter Newsletter: These are still available in the waiting rooms.</p> <p>Suggestions Forms: It was agreed that the amalgamated form ST had created be approved. These would now be made available in the surgery waiting rooms.</p> <p>PATCHES: LB had been asked to test an aspect of this new system and had done so, finding it easy to use.</p> <p>Terms of Reference: AH confirmed members had been sent a copy of these. Adam Stuart (ICB Leeds Support Group) has been emailed a copy.</p> <p>Decorating: Completed and new chairs in place.</p> <p>The Minutes of the previous meeting were approved.</p> <p>Display of Minutes in the waiting rooms: S-J offered to laminate and display the Minutes in the surgery. Attention would be drawn to the staff member tasked with removing out of date items from the display boards that PPG Minutes are only displayed following approval one month later.</p>

3. Surgery update	<p>Dr Frith has retired from the practice after 25 years. S-J conveyed Dr Frith's thanks to the PPG for her retirement card.</p> <p>A new Manager has been appointed to the Day Lewis pharmacy.</p> <p>Patient parking on the hatches remains a problem with emergency ambulances arriving and not being able to park.</p> <p>A vacancy for a Receptionist still remains.</p> <p>Appointments in December: a total of 5,670 appointments were made. 2,554 of these were face-to-face appointments, 710 telephone appointments, 770 triage appointments, 221 home visits, and 1,415 Nurse/HCA appointments.</p> <p>The number of appointments where a patient did not attend was 97. Of these 43 were with a GP, 29 with a Nurse and 25 with an HCA. This represents a total of 24hrs 05mins.</p>
4. Information Pack	<p>A meeting had been held to revise the Information Pack given to new PPG members. Following this meeting, a new pack has been created and sent to existing members. The pack will then be sent to new members when they join.</p>
5. MP's Visit	<p>A meeting was held with Alec Shelbrooke, MP on 10 February to discuss Women's Health with questions to him having been raised by group members and by practice staff. It was agreed that a letter would be sent to Mr Shelbrooke thanking him for his visit and that Crossley Street PPG looked forward to receiving further information from him.</p>
6. Message in a Bottle	<p>AD showed members the Message in a Bottle that she had obtained from Wetherby Lions. Some members already knew about this national Lions' initiative. S-J agreed to take a bottle with a view to finding out if clinicians who visit patients in their homes would find passing on these bottles worthwhile/manageable.</p>
7. Board Display	<p>LB produced a 'first-start' of basic information for the next display. The list was extensive but LB agreed the topics were ideas that needed refining to achieve the aims of giving patients information about what services the surgery offers (in addition to appointments and prescription) and how these services can be accessed. S-J to send LB a list of additional topics for consideration. LB to compile a list of headings and circulate the list to members.</p>
8. Date of Next Meeting	<p><b>4 p.m. Thursday 16 March, 2023.</b> Meetings throughout the rest of 2023 will be held on the third Thursday of every month with the exception of August and December when no meeting will be held.</p>