



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 20 March 2025

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

1. Welcome and Apologies	LB welcomed those present (including EM a prospective new member). The group extended its warmest wishes to S-J Martin who was not able to attend.
2. Approval of Minutes	The Group's February Minutes were approved along with those from the Group's Fundraising meeting held earlier in March. Both sets of Minutes will now be displayed online.
3. Matters Arising	<p>RSV Vaccines: Eligibility remains as before: Anyone who is more than 28 weeks pregnant; and anyone aged 75 to 79. Monthly vaccine clinics are held with eligible patients being contacted by the surgery.</p> <p>Meet ups for Carers: Plans for these are ongoing (venue and format still to be determined). The current thinking is for them to be held one afternoon each month (hopefully from May) serving tea/coffee, giving carers an opportunity to meet up with each other and be offered information/assistance from invited organisations. Group members offered to help whenever possible by serving teas and coffees and by including information in Newsletters.</p> <p>Meet ups for Veterans: Once the Carers' meet ups have been established, it is expected that those for Veterans will follow a similar format and that both might take place on the same day each month.</p> <p>Parkrun: The surgery is now a registered Parkrun practice with some staff already participating. The surgery Facebook page and website are promoting this and EV asked members if PPG might too. It is hoped that Saturday 5 April will see several members of staff participating along with patients. Any member wishing to undertake Marshalling duties was asked to contact Parkrun via its website.</p> <p>Lloyd George Notes: Three members had helped surgery staff in early March. EV thanked those members. The plan is for no more than three members to give their assistance on Surgery Target Days: 3 April, 15 May, 12 June, 3 July, 11 September, 9 October, 13 November. Members to contact EV if they can help.</p> <p>Hearing Test Service: Response received from S-J Martin following the Group's last meeting: 'It appears on the NHS Guidance that it is an MDT (Multi-Disciplinary Team) [process] between several different areas i.e.</p>

	<p>ENT/Audiology/Speech & Therapy who would collaborate on a referral for Cochlear implants and is not something that we could refer directly for. It is more as a result of numerous specialisms investigating and agreeing.....'</p> <p>LB updated the group following a conversation with an Audiologist from Boots in Harrogate who confirmed that Bradford Royal Infirmary was the closest centre for Cochlear implants. However, the process seems lengthy and complicated – GP referral to local ENT unit who can then refer on (following the result of an assessment) to Bradford. LB to update the next meeting if/when further information has been received from Harrogate.</p>
4. Surgery Update	<p>Two new Reception staff started at the beginning of March. Interviews are currently taking place to fill two other vacancies within the team.</p> <p>Appointments in February: A total of 4,999 GP and Nurse appointments were made. 1,482 of these were Nurse/HCA appointments, 2,130 were face-to-face appointments, 319 were telephone appointments, 943 were triage appointments and 125 were home visits. The number of appointments where a patient did not attend was 80. Of these, 40 were with a GP, 22 with a Nurse and 18 with an HCA and represent a total of 25hrs 42mins.</p>
5. Fundraising	<p>As had been reported at the Group's meeting on 12 March, the Fundraising Appeal had exceeded the target (standing currently at £2,914.47) and will close on 28 March. The GoFundMe page, noticeboards within the surgery, the website and Facebook page will be updated accordingly and as soon as is possible after this date patients and donors will be informed of the final total raised and thanked for their donations. Information about the items purchased (Dermatoscope and other essential diagnostic equipment) will also be given at this time and a new PPG Newsletter published.</p> <p>LB thanked everyone involved (surgery staff and PPG members) for their hard work in undertaking such a successful appeal.</p>
6. NHS England	Government plans to abolish NHS England had been received by the Practice but no additional information had yet been received. Further information will be given to the Group as and when received.
7. Extra Funding for AI	LB asked about information in the media regarding extra funding for AI. EV believed that this was more likely to be for the PATCHS online AI appointment system used by some surgeries. However, Crossley Street Surgery (along with other practices within Wetherby PCN) uses AccuRx, a system where a GP triages appointment requests rather than AI.
8. AOB	There was no AOB.
9. Date of Next Meeting	4 p.m. Thursday 17 April 2025.