



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 22 May, 2025

Present: LB, AH, ST, PG, LM, NP, S-J Martin (Practice Manager)

Apologies: AD, FS, TG, KS, JD, MT

1. Welcome and Apologies	AH welcomed those present and gave apologies on behalf of those unable to attend.
2. Approval of Minutes April	The Group's April Minutes were approved.
3. Matters Arising from Minutes	<p>COVID Vaccines: LB thanked those members who had volunteered to undertake door duties on 15 May. The Practice is very appreciative of this help. ST told members that Day Lewis Pharmacy had also run a vaccine clinic that afternoon and people arriving were unaware as to whether their appointment was with Day Lewis or with the Practice. This had meant that the volunteers had had to establish which queue people should join.</p> <p>Lloyd George Notes: LB thanked those who were volunteering. AD felt that two volunteers would be enough as space at the back of the Reception area is at a premium with training of Reception staff taking place at the same time, and to make checking on 'last' and 'first' cards within each tray easier. AD and AH will continue with this on the next Practice Target Day (12 June). AD to let Eliza Venizelou know.</p> <p>Carers' and Veterans' afternoons: LB thanked those who had volunteered for the first of these (KS and PG). The turnout had been disappointing. The Group felt that more advertising would be useful ahead of the next one on 6 June. S-J informed members about the Surgery's plan but agreed that this new venture might take time to become established (in the same way as the Leg Club had). AD to let Julie Freeman know who from the PPG will help on 6 June.</p>

4. Surgery Update	<p>Eliza Venizelou will be leaving the Practice on 28 July to take up the post of Practice Manager at Collingham Surgery. Bethany Martin has been appointed to the post of Data Quality Manager. S-J making selections for interview for the Surgery Operations Manager role and is currently undertaking informal chats with applicants. Interviews will take place in early June.</p> <p>A new member of the Reception Team will start on 2 June.</p> <p>A message now appears on the Surgery's FB page asking patients to only discuss one medical issue per consultation. Appointments are time limited and focusing on one concern allows doctors to give that concern the attention it deserves. Discussing multiple issues can lead to delays, putting pressure on GPs and causing other patients to wait longer for their appointments.</p> <p>This message met with a mixed response but allowed a further explanation to be given from the Practice and the follow-on explanations about how more than one issue can be dealt with via AccuRx were received well and understood by those who had queried the original FB post.</p> <p>Appointments in April: A total of 4,937 GP and Nurse appointments were made, 1,619 of these were Nurse/HCA appointments, 1,983 were face-to-face appointments, 319 were telephone appointments, 911 were triage appointments and 105 were home visits. The number of appointments where a patient did not attend was 65. Of these, 37 were with a GP, 13 with a Nurse and 15 with an HCA and represent a total of 12 hrs 50mins.</p>
5. Fundraising update	<p>A total of £2959.47 had been raised and information via FB and the website has informed patients of this amount. S-J thanked the Group for raising this fantastic amount. The Dermatoscope has been purchased and is being used. Also purchased was a hydraulic couch. Smaller items will still be sourced: A Paediatric monitor has been purchased and been delivered as well as an ECG monitor. JD had produced posters and Bethany Martin had laminated these (which include photographs of the items). The posters will be displayed on the boards within the Surgery. LB asked S-J to thank Bethany for her help.</p>
6. PPG Newsletter	<p>LB planning on putting together a Summer Newsletter for the end of the month/beginning of June. This will include information on the PPG Awareness week in June, an update on the fundraising and photographs of some of the items purchased along with information about skin awareness and protection. LB had attended a meeting at Harrogate Hospital that was Nurse-led and covered information and advice on skin cancers (in particular Melanoma cancers). LB felt this was informative and it was agreed that this information should also be included in the Newsletter and that the current display on the PPG Board about skin cancers should remain in place over the Summer period.</p>
7. PPG Awareness Week/Corkill Award	<p>It was agreed that the PPG Awareness week (31 May – 6 June) and what Crossley Street PPG members do would be covered in the upcoming Summer Newsletter. NAPP will, during the course of that week, announce information about the Corkill Award and this will allow the Group to consider an application. NAPP would also like PPG members to put some information on the platform about what their PPG is doing to support their Practice. LB agreed to write something for ST to post.</p>
8. Signing in Book	<p>AD had asked if a better system for visitors to sign in to the Surgery could be explored. S-J has asked Bethany Martin to look into this although an electronic system does not appear to be as straightforward as was hoped. S-J will update</p>

	at the June meeting.
9. Lanyards	S-J offered to provide PPG members with lanyards/badges. This will allow patients to identify PPG members when they are undertaking 'PPG duties' (putting information on boards/Lloyd George Notes/COVID clinics at the Surgery and refreshment making at Carers' and Veterans' afternoons). Members thanked her for this.
11. AOB	Two questions had been received from patients: One about using an online pharmacy to order medications direct and have them home delivered and the other about using SystmOnline for ordering but changing to an online pharmacy for the delivery. A discussion followed about members' experiences of online delivery with good results. Setting up an account is easily done, ordering is quickly dealt with, a tracking service is available with some companies, there is no need to be at home to receive your delivery (even if there are controlled drugs being delivered, as a 'safe place' can be nominated). The companies used will update the Practice electronically so that the patient's new pharmacy information is recorded. LB said this information would be passed on to these patients.
12. Date of Next Meeting	4 p.m. Thursday 19 June 2025.