



Crossley Street Surgery
Patient Participation Group
Minutes of Meeting held at the Surgery
on 16 October 2025

Present: LB, NP, TG, AH, FS, JD, AD, KS, LM, PG, MT, S-J Martin (Practice Manager)
Visitor: CM (Prospective new Member)

Apologies: ST

1. Welcome, Apologies & Introductions	LB welcomed those members present, gave Apologies on behalf of one member unable to attend and welcomed CM to the meeting. CM spoke later in the meeting about his interest in joining the Group.
2. Approval of Minutes	The Group's September Minutes were approved.
3. Matters Arising	<p>Signing in Book: It was agreed that this would be raised again at the start of 2026.</p> <p>Government requirement for GP Practices to be open between 08.00 and 18.30: Following recent changes to the GP contract requiring all practices to remain open to patients between 08:00 and 18:30, S-J reassured members that patients will see no change to the service provided as the surgery already operates during these hours.</p> <p>Members wishing to attend Surgery Target Meetings: KS had attended the Surgery's last meeting and informed Members about the topic covered. Dependant on the content, members would be keen to attend future meetings.</p> <p>Veterans' and Carers' Afternoons: Due to the weather, attendance at the October afternoon had been down on September's but the numbers had been 42 in September and 16 in October. It was felt that these were encouraging with those attending enjoying meeting and chatting to others. Information is finding its way out to both groups.</p> <p>Noticeboards: LB and ST had discussed these and some information has been put in place (see also NP's question under AOB).</p>

4. Surgery Update	<p>Staffing Update: Dr Rickwood retired from the Practice at the end of September. Dr Prud'homme will be leaving towards the end of November to take up an appointment with a practice closer to her home. There are four GP Registrars currently with the Practice – Dr Rohma Tahir, Dr Raj Jha, Dr Nisini Yapagedara and Dr Ikechukwu Ejiofor. Health Care Assistant Rusty Ripley who has been with the Practice for many years will be retiring in December.</p> <p>There is one vacancy on the Reception Team with interviews taking place in due course.</p> <p>Winter Flu Vaccine Clinics: These are taking place through October and are running smoothly. Members thanked staff for their help and passed on expressions of thanks from patients. It was suggested by LB that the Group's next Newsletter should remind patients to register their mobile phone number with the surgery.</p> <p>Appointments in September: A total of 5,873 GP and Nurse appointments were made. 2,606 of these were Nurse/HCA appointments, 1,883 were face-to-face appointments, 319 were telephone appointments, 945 were triage appointments and 120 were home visits. The number of appointments where a patient did not attend was 70. Of these, 18 were with a GP, 26 with a Nurse and 26 with an HCA and represent a total of 16hrs and 28mins.</p>
5. Car Parking	<p>AD asked for an update on the parking situation since the new system started operating more than a year ago. S-J reported that there are still problems despite fines being issued and signs being put in place both inside and outside the building. FS brought the Group's attention to a letter received by local residents from the Wetherby Road Safety Group concerning a survey and report concerning the volume of traffic on St James' Street, Caxton Street and Crossley Street and the effects on road safety. The report will be presented to LCC at a meeting on 12 November.</p>
6. Prospective New Member	<p>Information had been sent out by AH to a prospective new member who will be invited to the Group's November meeting.</p>
7. AOB	<p>NP asked if it fell within the PPG's area to inform patients about exercise classes that are available in the town. This led to a discussion about other classes and interests. JD offered to create a board that would signpost (with verified contact details) relevant information to encourage patients to make the most of life – physical, mental, and social health.</p> <p>TG spoke to members about government documents now being emailed only as PDFs. This is so documents cannot be altered unless by the originator. The Group's Minutes are already sent this way to members before being formally approved and uploaded to the surgery website.</p>
8. Date of Next Meeting	<p>4 p.m. Thursday 20 November, 2025.</p>