



Crossley Street Surgery  
Patient Participation Group  
Minutes of Meeting held at the Surgery  
on 25 September 2025

Present: LB, AH, JD, ST, TG, PG, FS, KS, S-J Martin (Practice Manager), Bethany Martin (Data Quality Manager) Clare Perry (Operations Manager)

Apologies: AD, MT, NP, LM

1. Welcome and Apologies	LB welcomed those present and gave Apologies on behalf of those unable to attend.
2. Approval of Minutes	The Group's July Minutes were approved.
3. Matters Arising from the Minutes	<p>Veterans'/Carers' afternoons: These are going really well with extra chairs having to be brought in. Members volunteered to provide the refreshments in October, November and December. A discussion took place about numbers and the availability of a bigger/different hall. Posters for Veterans: Now in place.</p> <p>Signing in Book:. CP offered to organise a temporary 'Register' for PPG meetings to be put in place. On S-J's arrival later, S-J spoke of exploring the use of 'Practice Index' and this was discussed. Further information to be given at the October meeting.</p> <p>Attendance by PPG Members at Surgery Target Meetings: S-J to contact members when the content of these meetings is appropriate for them to attend. On S-J's arrival later in the meeting, this was discussed. The Target Meeting on 9 October was offered with KS interested in attending.</p> <p>Corkill Award: Application completed and submitted. The successful submission will be announced in November at NAPP's online AGM.</p> <p>Noticeboard: This has now been completed with thanks to those who helped. The theme is 'New News and Reminders.'</p> <p>Planning Applications: Individual members had sent their views/objections prior to the closing date for each of the current applications.</p> <p>On-going Fundraising: As was confirmed in the July Minutes, '...Members (PPG) and the Practice had not felt ... that this was appropriate.'</p>

	NHS GP Survey Results: S-J was pleased with the results and would be happy to discuss them. She pointed out that the Crossley Street Surgery demographic is different from other Practices and that this could have a bearing on the answers to some of the questions in the Survey.
4. Surgery Update	Appointments in August: A total of 4,633 GP and Nurse appointments were made. 1,433 of these were Nurse/HCA appointments, 1,918 were face-to-face appointments, 319 were telephone appointments, 860 were triage appointments and 103 were home visits. The number of appointments where a patient did not attend was 87. Of these, 34 were with a GP, 19 with a Nurse and 34 with an HCA and represent a total of 19hrs and 53 minutes.
5. Vaccination Clinics	LB thanked Members for volunteering for these clinics which will run on Saturdays through October. An additional session will be run on 9 October.
6. Dr Rickwood's Retirement	Members had hoped to meet with Dr Rickwood before he retired at the end of September to present him with a card and gift. Since that had not been possible, Bethany agreed to pass these on to him along with the Group's best wishes for this retirement.
7. Autumn Newsletter	LB thanked ST for her input into this. It has been finalised and Bethany will make copies available.
8. Vision Support Group	This Group now meet at Bank Street Methodist Church Rooms on the third Wednesday of every month. They support anyone who has failing vision and may need support or advice. These are drop-in sessions. LB had acquired information that will be placed on the large noticeboard for any patients/carers who may find the service useful.
9. Surgery Website	LB queried if information about Veterans was still available on the website. Bethany to check on this. LB also asked how often information about staff was updated. Bethany said this was on an 'as and when' basis but was currently up to date.
10. AOB	<p>AH had been made aware of a patient who had shown an interest in joining the Group. Information has been sent out to the patient and will be followed up with an invitation to attend the Group's October meeting.</p> <p><b>S-J Martin joined the meeting at this point.</b></p> <p>ST raised a concern from a patient who, on arrival for an appointment, had been asked by the HCA what the purpose of their visit was. It was felt that the member of staff should not need to ask this question as the patient's notes should have already given it. ST wondered if there was another reason. S-J explained that the staff member <b>would</b> know what the appointment was for. It is not about testing memory or about the patient letting the member of staff know, but rather for clarification that both the patient and the staff member have the same expectation of the appointment.</p> <p>LB asked if the upstairs noticeboard might be due for an update. It was agreed that this should be done with the suggestion that some of the information discussed earlier in the meeting could be used. This would include information on 'Stoptober' ('Let's quit smoking together this Stoptober'), Wetherby U3A and the Vision Support Group.</p> <p>TG had some concerns about government plans for over 70s to prove their competency to drive. S-J was asked if she knew how this would work and if a cost would be incurred by a patient for a doctor to establish competency. S-J said that this is currently only a proposal and that there is no indication yet of a start date/how it will be undertaken/whether funding will be made available so patients do not need to pay etc. Hopefully, as more information becomes available it will become clearer.</p>

	<p>From 1 October the Practice will be required (contractually) to be open between 08.00 and 18.30 (telephones/AccuRx/walk-ins). Time to plan ahead for implementation has not been given. Information for patients will be given on the Surgery website and on social media but, in the short term, nothing will alter and changes will be made slowly. If any information is available for PPG members to give out to patients attending the vaccine clinics in October, S-J will get in touch with LB.</p>
11. Date of Next Meeting	<b>4 p.m. Thursday 16 October 2025.</b>