



CROSSLEY STREET SURGERY PATIENT PARTICIPATION GROUP NEWSLETTER Issue 28 — Summer 2026

Hello to all our patients

We hope you enjoy reading our latest news – please take a copy away with you to read at home. Our Newsletter is also on the surgery website:

www.crossleystreetsurgery.co.uk

Latest News

Email Address:

Your PPG now has a new email address at crossleystreetppg@gmail.com for patients to make contact with queries, or suggestions. Please see the small notice boards (by the lift and upstairs) for further contact details.

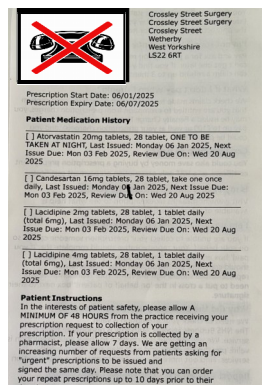
New Display on Lung Diseases:

The latest **PPG information board display** focuses on different aspects of lung disease and includes useful information for patients affected by these conditions. Please take a moment to have a look when you are next in the surgery. The next display will focus on **asthma**. If you have any helpful comments, suggestions or experiences that you feel could contribute to the display, please contact the PPG.



Changes to Repeat Prescription Requests:

From 6th July the surgery will no longer routinely accept repeat prescription requests over the telephone. Despite the fact that this service was withdrawn several years ago, exceptions have increased over time. The surgery is now returning to its original process to reduce risks and ensure prescription requests are managed safely, accurately and efficiently. More information is available on the surgery website. However, the Management appreciates that there may be exceptional circumstances, so consideration will be given on an individual basis. The surgery is there to help all patients.



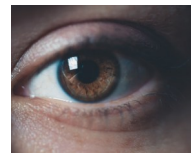
OTHER NEWS AND REMINDERS

Staffing: A big **Welcome Back** to Healthcare Assistant Debbie Kaye. It's lovely to see her smiling face return to Crossley Street Surgery.

We'd also like to extend a warm welcome to **Dr Catherine Riley** and **Dr Rachel Rowley**, who have recently joined the surgery.

Patients may also notice some new faces in our reception team over the coming weeks. Starting a new role can be challenging, particularly in such a busy and demanding environment, so we kindly ask for your patience and understanding while our new team members find their feet. We're delighted to welcome them all to the Crossley Street team!

Medical Eye Issues: Patients in Wetherby experiencing red, sore or painful eyes, sticky, watery or irritated eyes, suspected conjunctivitis, foreign body in the eye, styes or eyelid lumps, dry, gritty or uncomfortable eyes, recent onset of flashes or floaters can access FREE NHS eye care through the **Community Urgent Eyecare Service (CUES)**. To access this service CALL CUES: 03033 300 280 Mon to Sat 9am – 5pm. This service is delivered by local participating opticians where trained optometrists can assess and treat many common eye conditions quickly. Patients can contact a participating local optician directly, or can of course still complete an AccuRx, however it is most likely the patient will be advised to call CUES.



SEEK URGENT MEDICAL HELP on 111 or visit A&E if you have sudden loss or major reduction in vision, severe eye pain or light sensitivity, chemical injury to eye, serious eye trauma or suspected penetrating injury, flashes/floaters with a 'curtain' over vision, rapidly worsening symptoms.

High Cost to the Surgery: in the month of June 2026 there were 95 wasted appointments with doctors and nurses because patients did not attend or let the surgery know in time for those appointments to be used. The cost to the surgery of these wasted appointments is **£825.17**.

If you cannot attend an appointment, **PLEASE** tell the surgery in good time, so that your appointment time can be used by somebody else.

THANK YOU

The last meeting of the PPG was held on Thursday 18th June 2026

**The next meeting will be held on Thursday 16th July 2026
at 4.00 pm in the Surgery**

Once approved, the Minutes of meetings will be available to view on the Surgery's website <https://www.crossleystreetsurgery.co.uk/>