

MINUTES OF THE INAUGURAL PATIENT PARTICIPATION GROUP MEETING: 23.06.26

CHAIR	MINUTE TAKER
Dr Ashleigh Williams	Emma King

ATTENDEE	ATTENDEE	ATTENDEE	ATTENDEEE	ATTENDEE	ATTENDEE
Leanne Wright (PM)	Peter Yates	Kathryn Yates	Jean Phillips	Stuart Phillips	Lynn Wright
David Wright	2 other members had given their apologies due to being on holiday				

AGENDA:

DATE OF ITEM	ITEM	ACTION REQUIRED	BY WHOM	WHEN
23.06.26	Welcome and Introductions Thanks were expressed to everyone for their attendance and their support of the Practice Each group member gave a quick introduction of who they were and a little about themselves.			

	Purpose of the Patient Participation Group Dr Williams gave a brief overview of what a PPG is and the benefits to practice and patients.			

Overview of Practice

Yorkshire Street has a list size of around 7200 patients, having grown by over a 1000 in the last few years.

We are located in one of the most deprived areas of Burnley and serve one of the most deprived demographics.

Our boundary extends from Cliviger to Reedley Road to part way down Padiham Road and up to the summit on Manchester Road.

We have a mixed ethnic population of patients with around 37 different languages spoken as first languages. We have access to a service called language line. This does however mean that the appointments take longer than average. We have some urdu speaking members of staff and and Hungarian speaker also.

We have a larger than average elderly population.

We are a veteran friendly practice and as a consequence look after the towns Help for Heroes residence.

The surgery is unique in Burnley in that we have our own Mental Health Practitioner. This can work against us though as we have people registering purely because we have Vicky in post.

Key Challenges

	Terms of Reference and Ground Rules These had been circulated prior to the meeting and all present members had signed a master copy.			

Identifying Patient Priorities

Access

The surgery has had a large influx of patients in the last 24mths which has meant that the timings for appointments has been longer than previous. We have recruited 2 new GPs to try and combat the problem. We also have access to extended hours, physio's, social prescriber and various other 3rd party providers who we can refer to. We also have online triage as an alternative to calling the Surgery. The NHS app is also a very useful tool to use.

Some surgeries have approximately 2500 patients per GP. At present we run at 1600 patients per GP. The role of the Duty Doctor was explained.

One member expressed that he appreciates the reminders sent by the recall staff to ensure that he attends for his reviews. This is not something he experienced at his previous surgeries.

Many people are looking for ADHD referrals at present, and this is causing us a lot of additional work. Particularly as the waiting time on the NHS is currently around 10yrs.

Facebook

The surgery operates a Facebook page which none of those present were aware of despite some of them using Facebook.

Waiting Room Environment

Whilst everyone acknowledged that the building is

	Agreeing Initial Objectives What could we work on within the next few months?	• Promotion of the Facebook page. • Introduction of Instagram • Endeavour to get 2 monitors for each person to work at to make their role easier. • Further building improvements ie: windows. • Aim marketing of services at the 30-40 demographic. Promote services such as New Era and similar. Members to feedback if they think of anything else or see something that other surgeries are doing that may improve our surgery as a consequence.	Staff Staff LW LW, AW Staff	Ongoing Jun 2026 ASAP 2026 Ongoing
		Date and Time of Next Meeting We will aim for the next meeting to be towards the end of September. Tuesday or a Thursday would be the best days for the surgery and members were in agreement with this. Date and time TBC		

