

Minutes of PPG meeting: Friday 25 iv 2025 held at City Square, Deancross St.

Present: Izabela Rudnik Practice Manager; Carol Bassi (chair); Judy Stephenson.

Great regret was expressed at the paucity of numbers attending. The next three meetings were fixed, and interested parties are urged to put these dates into their diaries as firm dates:

Wednesday 9 July; Wednesday 22 October; Wednesday 21 January; all at 12 noon at Deancross St surgery.

Staffing was discussed; numbers are stabilising, and IR satisfied that the new receptionist Karolina is pro-active and pulling her weight. CB maintains that all PPG members should be flies on the wall in the waiting area to ensure that patients be treated appropriately. Also name badges would help accountability.

IR was pleased to report that City Square is rated second in the borough, and Green on all counts.

On 2 June AccuRx Triage is being implemented, which should improve patients' experience in booking appointments. It works by establishing Why, When and What Patients need, and will be open 7-7 Monday-Friday. It will replace econsultations.

The lift at Deancross St has been out of order for a long time. A solution has to be found. Updates will be posted near the lift. In the meantime those patients in wheelchairs, or otherwise unable to climb the stairs are being seen on the ground floor.

The display boards in the waiting area are to be more carefully curated. Out of date notices to come down. CB maintains that the boards should highlight the praise and successes of the surgery, and also give patients much needed information eg: why it is important to be punctual or even keep appointments. Also a complaints box could be useful.

JS reported an interesting chance encounter with a member of the patients' forum at Wapping Health Centre. There a newsletter is circulated to all patients telling them of programmes et al. Patient confidentiality is not breached as the Surgery does the mass email. JS happy to compile the newsletter. Frequency etc to be established at the next meeting.