

City Square Patient Forum (PPG)

Minutes of the meeting held Wednesday 15 October 2025, 3pm, Deancross Street surgery.

Present: Izabela Rudnik, Practice Manager; Carol Bassi, chair; Judy Stephenson, minute taker; Sabia Begum; Abdur Rob; Abigail Ward-Tucker.

All present introduced themselves, and explained their reasons for joining PPG.

Until a space can be found for a PPG Noticeboard, Minutes cannot be displayed, but they are available online.

The new appointments system is working well. Our eConsultation hours have been updated to align with NHS England requirements, and are now available during core hours: 8:00 AM to 6:30 PM, Monday to Friday. Few patients mind that the telephone lines no longer open at 7am. 60% of patients are happy with the system. Complaints can be checked and verified more easily, and the surgery no longer closes for practice meetings. More patients can be seen; no shows continue to be a problem. Automated replies still need attention, although many do not originate at City Square. 75% of consultations are face to face; 20% telephone; 1% digital and the rest house visits.

Concern was expressed at the lack of communication between PPG members; and it was generally felt that there needed to be more people taking part.

A new operations manager has been recruited to help IR; all reception staff now have name badges (no surnames).

The lift remains a work in progress.

It was generally felt that an attractive noticeboard was needed to highlight the work of the PPG. There should be a section : 'you said, we listened, and now we do...'. PPG members should keep their ears and eyes open like mystery shoppers when they wait for their appointments. A photograph was taken of the group, with a view to recruiting more volunteers.

The date of the next meeting might be 21 January. IR to confirm.