

Minutes of the Patient Forum held at City Square Surgery, Deancross Street, 12noon, on Wednesday 21 January 2026.

Present: Izabela Rudnik, Practice Manager. Carol Bassi, Sabia Begum, Judy Stephenson. Apologies received from A Rob, Abigail Ward-Tucker.

1: The practice manager explained the various reasons for staff leaving. Recruitment for new staff is hampered by AI applications, but things look promising at the moment. Another GP is currently being sought.

2: Funding has been made available for the repairs to the lift. These should have been completed by the end of March.

The new handrail outside the surgery has been erected as a result of patients' suggestions, and is welcomed. A place needs to be found for a suggestion box, and for a PPG noticeboard.

3: There is an urgent need to engage patients aged 25-49, particularly for smear tests, vaccinations and baby immunisation programmes. Patients tend to be reluctant to accept appointments, and then many do not show up. There are similar problems with domestic abuse programmes. The practice is engaging with local mosques.

Shortly there is to be a complete overhaul of the IT systems: chaos is feared for the three days in February scheduled for the Single Domain Migration. Care has to be taken especially over patient data and confidentiality.

4: Appointments data were discussed; the new systems were reported to be working well; face to face appointments were increasing. Patients are to be discouraged from using email.

5: Alternative appointments, including out of hours are working well.

6: Efforts must be made to recruit additional members to the PPG. Judy Stephenson is standing down as she feels any skills she may have are not required.

The date of the next meeting: to be confirmed