

**City Square Medical Group**  
**Patient Participation Group (PPG) – Minutes of Meeting**

**Date & Time:** Tuesday 14th April 2026 10:30am (40 minutes) - Virtual via WhatsApp

**Attendees:**

Izabela R (Practice Manager), Carol B (Chair),  
Sabia B, Abdul R, Abigail W, Majera (New member)

**1) Welcome & Introductions:** We introduced ourselves and welcomed new member Majera who was attending her first meeting today.

**2) Apologies:** There were none

**3) Terms of Reference and Code of conduct:**

A copy has been sent to all members.

A copy of it is also on display in the waiting area of the surgery. It is due for review in July 2026

**4) Appointment system & Accu RxTriage:**

Mondays remain very busy (200+ daily requests)

Tuesday - Friday (60 - 80 daily requests)

Two doctors (Dr Jennifer Allen and Dr Ben Dougall) are now allocated to triage these requests split between morning and afternoon sessions

Face-to-face appointments are prioritised where needed (for language barriers or clinical necessity)

Many cases are managed via phone appointment

**5) Recruitment & Staffing Updates:**

Karolina has been appointed as the Operations Coordinator (internal promotion)

New reception staff: Jessica and Maria

Reception team now have approx. 10 - 15 staff working across two sites (Deancross and Cable Street).

Some work 2 days a week and others work 4 days a week.

**6) New PPG Members:**

Majera is a young person and has been welcomed as a member of the PPG.

It will be good to have her input

Another application has been requested by someone else who is interested in joining.

**7) Complaints - Patient Experience:**

These are discussed at Practice meetings to investigate, find solutions and learn from them

There have been 10 complaints in the last 6 months

Once a year a report is submitted to NHS England

A patient reported a 2-month delay for a medical letter request

Delay had a serious personal impact

Action: Izabela to investigate and report back in July

Noted: Non-NHS work is completed outside clinical hours therefore delays are possible

New text confirmation system is now in place advising patients of possible delays

**8) Building & Maintenance:**

The shed and gate (used as an emergency exit) at the back of the Deancross Street branch, where the recycling and medical waste areas are, need replacement due to wear. The Practice will arrange repairs

The lift has been repaired and is now fully operational.

### **9) Communication & Meetings:**

Posters are regularly changed. There is a section about the PPG (and how to join) in the waiting area  
Our WhatsApp meeting worked but is not ideal so we agreed to move to MS Teams (which is better for document sharing and recording meetings)

Future meetings to be hybrid (face-to-face + online)

The quarterly newsletter is well received (especially the laminated physical copies in surgery)

This helps those who are digitally excluded (no access to phones or computers)

The practice aims to increase the frequency of these newsletters to every 6–8 weeks.

The Instagram account is working well with 75 followers so far (Search: [City Square.gp](#))

### **10) AOB - PPG Updates:**

Majera joined as a new member

Carol remains Chair and acting Minute Taker

There is an open membership approach to the PPG, to maintain group continuity

Applications to join are available from Reception

### **Actions:**

Investigate admin delay for medical letters

Improve communication around requests

Move meetings to MS Teams instead of via WhatsApp (hybrid format)

Repair - Deancross Street shed and gate

Increase newsletter frequency

### **Next Meeting:**

Wednesday 29th July 2026 - 10:30am

At: Deancross Street Surgery - Hybrid (Face to Face and MS Teams)

### **Future Meeting Dates:**

Wednesday 21st October 2026      10.30am

Wednesday 27th January 2027      10.30am

Wednesday 28th April 2027      10.30am