

Cross Deep Surgery

Patient Participation Group

Monday 15th September 2025 @12.30pm

Venue: Cross Deep Surgery

MINUTES

Present: LV, RO, PPS, RW, CB

Apologies: BB

1. Welcome and Apologies. Chair
2. Approval of Minutes Chair
 - a. PCN PPG on 13th May 2025 Agreed and Approved
 - b. CDS PPG on 31st March 2025 Agreed and Approved
3. Chair's Report from Richmond PPG Chairs Network. Chair
4. Practice Update LV/ RO
 - Services & Vaccinations**
 - **Vaccinations**
 - o Flu & COVID Season
 - Practice plans to run clinics in October.
 - Staff Update**
 - Dr Clare Hurle is leaving the practice. She is a GP partner and leaving to pursue a new career in Japan.
 - o [Farewell to Dr Hurle « Cross Deep Surgery](#)
 - Practice is working to recruit a new GP Partner.
 - New GP starting in November – Dr Mariya Sarbicki.
 - o Specialist interest in LARC.
 - Dr Javed currently on Maternity leave.
 - o Dr Brenton Joins is covering her until Jan 26
 - Current GP Trainees
 - o Dr Henry Poom
 - o Dr Jaskaran Singh
 - o Dr Tharshni Umakanthan.
 - Premises Update**
 - **CCTV Upgrade**
 - o Recent theft which has highlighted a need to upgrade our CCTV, to also include external CCTV.

- **Car Park**

- Council support to convert space at the front into a protected disabled space.

IT Update

- **NHS App**

- Practice is looking to run an NHS App workshop for the PCN. Watch this space for more information. More information will be circulated in due course.

Complaints

Practice continues to have a low rate of complaints.

- Review FFT over the past 3 months.
 - All uploaded to practice website

National GP Patient Survey

Review 2025-26 results (attached with Minutes)

[GP Patient Survey](#)

Click here to view full report which was discussed and reviewed in detail during the meeting. In summary, Practice is disappointed that the results are not as good as last year, however mindful that given only 135 questionnaires were completed, this is not representative of the practice population.

Agreed that in the future we could formulate and run practice survey – PPG happy to assist with this process. Action plan reviewed - agreed

5. Practice Website

Given the feedback in the above survey – The practice asks for the PPG to review the website and contact us with any suggestion on how we can improve.

6. Any Other Business

All

Hospital Systems

Suggestion of having a reference document on our website which explains which different systems the hospitals use.

Repeat Dispensing

Unable to see these online – Practice to look into as problematic when requesting meds via app.

New PPG Members

Agreed that the meeting is not representative, therefore practice to do a push for new members. Next meeting in March to be held online to try and encourage attendance.

7. Date of Next Meeting

Joint PCN PPG Meeting
CDS PPG Meeting

Tuesday 11th November 2025 @ 12.30 @ CDS
Monday 16th March 2026 @ 12.30 – Online via Teams