

Cross Deep Surgery

Patient Participation Group

Monday 14th September 2026 @12.30pm

Venue: Cross Deep Surgery

Minutes

1. Welcome and Apologies.

LV

Paul Pegden-Smith, Barry Bennett, Anita Litchfield, Roger Williams, Christine Berry, Carmella Hinkley, Lacy van der Sloot, Dr Rachel O'Donnell

Apologies

Anne Bowers, Anne Muirs

2. Approval of Minutes – [Click Here](#) to View all published documents on the practice website:

- a. PCN PPG on 12th May 26 Agreed and Approved
- b. CDS PPG on 16th March 26 Agreed and Approved

3. Chair's Report from Richmond PPG Chairs Network.

PPS

- a. [Click here](#) for Meeting Notes from June 2026.
- b. [Network Webpage](#)
- c. Representation from the PPG is good to share ideas across Richmond. 2 Reps from Each PPG to attend – Paul & Barry nominated currently. Attendance can alternate.
 - i. Next meeting – Thursday 24th September – 13.00-15.30 @ The Ellera Centre 23 North Ln, Teddington TW11 0HJ

4. Practice Update

LV/ RO

Services & Vaccinations

- Vaccination Campaigns
 - o Flu & COVID Campaign
 - Offering Flu and COVID vaccinations to eligible population
 - Statting on 1st October 2026 - Saturday clinic on 10th October with additional weekday clinics available
 - Housebound and care homes also planned early October
 - o RSV – Expansion of Campaign
 - Includes 65-74 clinically @ risk – Practice has contacted and invited
- DNA Reporting & Capacity
 - o Routine and Urgent GP Appt DNA Rate
 - Q3 2025-26 3.4%
 - Q4 2025-26 3.2%
 - Q1 2026-27 3.7%
 - Q2 2026-27 3.9% to Date
 - o Nursing & HCA App DNA Rate
 - Q3 2025-26 6.4%
 - Q4 2025-26 5.9%
 - Q1 2026-27 6.2%
 - Q2 2026-27 6% to Date

Ongoing review of DNA Rates.

- Structured Medication Reviews (SMR) are comprehensive, person-centred review of a patient's medicines to ensure they are appropriate, safe, effective, and aligned with the patient's needs and preferences. Available to be booked with our pharmacist for those on 4+ Medications.
- NHS are currently undergoing list cleanse exercise which involved writing to patient to ask them to confirm if they are still in at their address – If no response they may be removed from the GPs list. Some reports of patients being wrongly removed from lists which

Staff Update

- **Staff Updates**
 - Dr Li is leaving at the end of November to move abroad
 - Currently recruiting to replace his sessions
 - Dr O'Donnell is due to take extended leave between Sept – Nov for sabbatical to Nepal and to the Everest Base Camp trip.
 - New GP Trainees, Dr Gerrard and Dr Saqi – Will be at Cross deep until Aug 2027
- **National GP Survey results 2026**
 - Practice review show good results – Improved from Last year.
 - Practice undertakes full analysis and develops an action plan which is shared with staff.
 - Full results can be found via the link on our website:
 - [GP Patient Survey 2025 Results – Thank You for Your Feedback « Cross Deep Surgery](#)
 - For Overall experience – see below:



89% describe their overall experience of this GP practice as good

ICS result: 81% | National result: 77%

- Action Plans as below:
 - Continuing to monitor patient feedback through the GP Patient Survey, Friends and Family Test, complaints, compliments, and online reviews.
 - Regularly reviewing appointment capacity, access arrangements, and telephone performance to ensure patients continue to receive timely care.
 - Working with the Patient Participation Group (PPG) to identify opportunities for service development and improvement.
 - Continuing to promote digital services, including the NHS App and online consultation tools, while supporting patients who require assistance with digital access.
 - Maintaining regular staff training and sharing patient feedback to support high standards of customer service and patient care.
 - Reviewing the survey results annually to identify trends and implement improvements where appropriate.

Premises Update

- None

IT Update

NHS App Usage

Current usage shows 84.1% - 31/03/2026 shows 77.2% which suggests a big increase – Unclear if there has been an updated regarding how numbers are collated.

Digital Inclusion speaker scheduled to attend next PCN PPG Meeting in November.

Cross Deep Surgery also has 2 trained NHS App Champions who can assist patients with setting up and using the NHS App.

Please contact the practice if you need assistance.

Complaints & Compliments

- Feedback on Complaints
 - o Complaints are generally low. Currently 4 complaints recorded for 2026-27 – All resolved/closed.
- Feedback on Friends and Family
 - o Reported on Website and NHS E - [Friends and Family Test « Cross Deep Surgery](#)
 - o Monthly Review and Patient Comments Shared with Staff – Good for staff Morale – See below comments from August:
 - The GP was excellent, despite a full schedule of patients and appointment times being relatively short she was very thorough, listened well, asked appropriate questions, empathetic, explained what she thought, then offered treatment options and appropriate advice. This is an excellent surgery and the GPs I have seen are extremely good at their job. We are lucky to be at Cross Deep Surgery. Thank you
 - This surgery is amazing. I phone up as I was anxious about a hospital results letter and the kind receptionist was able to arrange a phone appointment on the same day with the doctor of my choice, Dr Sarbicki. The doctor reassured me and explained everything. they are all very kind and very efficient at this surgery. Thank you.
 - The receptionist was welcoming. My appointment was with the doctor on the first floor, where the waiting area was comfortable, light and airy. Dr. Sabicki was pleasant, efficient, and clearly very competent, listening to my responses to her questions, and giving me the "space" to articulate what I wanted to say. She was thorough in her examination. Full confidence in her professionalism
 - As always I received excellent care at Cross Deep. I consider myself fortunate to be a patient at such a great surgery
 - Outstanding service by excellent professionals throughout the practice
 - Excellent and prompt service for GP Consultations, other actions (eg referrals to Specialists) and Nurse Appointments. Lovely 'front of house'/Reception team, too - unfailingly helpful and friendly.
 - On time and the nurse was particularly helpful regarding holiday vaccinations. Had lots of knowledge and very personable.
 - Incredible surgery! Appointments are available, reception are hands down fantastic and doctors listen and make the time. Just exceptional.

5. Practice Website

LV/RO

- Patient Survey results published
- No other significant updates

6. Any Other Business

All

Hold Music

BB requested if this could be changed – LV to schedule a time to review.

7. Dates of Next Meetings

*Joint PCN PPG Meeting	Tuesday 17th November 2026 @ 12.30 @ CDS
CDS PPG Meeting	Monday 15th March 2027 @ 12.30 @ CDS

**2 PPG Members to attend as representation from each PCN practice only.*