

# King Edward Road Surgery

## Patient Participation Group (PPG) Meeting Summary

Date: 4th March 2025

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### Welcome and Introductions

- A new member was welcomed to the group, with another new member due to join at a future meeting.
  - Attendees introduced themselves.
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### Previous Minutes

- Minutes from the January 2025 meetings were agreed.
  - January's meetings were held over two consecutive days to ensure all members could attend the presentation on the new online system.
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### AccuRX Total Triage – Online Booking

- A presentation was given on the new online booking system, now in its 6th week.
  - Feedback has been **overwhelmingly positive**.
  - Patients without internet access can still call the practice; reception staff will complete the online form on their behalf.
  - Telephone reception remains available for nurse appointments and general queries.
  - Admin staff continue to support patients who need help using the system.
  - Feedback from PPG members and patients is encouraged.
  - One issue raised: online access closes at 1pm, which caused confusion for some patients. This will be reviewed.
  - Guidance for urgent needs remains: call the practice, NHS 111, or 999 in emergencies.
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### Extended Access

- A presentation was given on extended access services.
  - Appointments are available **6:30–9:00pm on weekdays** and during the day at weekends.
  - These can be booked via the online system.
  - Feedback on extended access has also been very positive.
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## Book Sale

- The ongoing book sale has raised funds towards a **portable ultrasound device**.
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## Health Promotion in Reception

- **Alzheimer's Association:** Display stand in February, with a further visit planned for 31st March 2025.
  - **Stroke Association:** Will promote the FAST campaign in the practice lobby, 17–20th March 2025.
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## Spring COVID Campaign

- Starts 1st April 2025.
  - Eligibility includes:
    - Patients aged over 75.
    - Residents in care homes for the elderly.
    - Housebound patients aged over 75.
    - Patients who are immunosuppressed.
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## Any Other Business

- Discussion on promoting services via social media, the practice website, and digital displays.
  - Planning for the **180-year celebrations** of the practice, suggested date: Wednesday 6th August 2025 (afternoon).
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## Additional Note

- The practice will continue with **Flu and RSV vaccination campaigns** until 31st March 2025.
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## Next Meeting

- **Date:** Tuesday, 11am start (to finish by 12 noon due to room booking).
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