



## KIRBY ROAD SURGERY

Dr M. Schutte. Dr K. Dogra. Dr A. Haider. Dr A. Khan

# PPG Meeting Agenda 09/07/2025

### Present:

Practice Staff:

AK- Managing Partner

JFG- Office Manager

RNB- Quality Assurance Manager

AG- Practice Secretary

Patient PPG Members: TW (Chair), MW, JL, JR, AG, KW

	Points Discussed	Notes	Action/ Result
1.	Introduction and Apologies	3 new members attended.	RNB welcomed new members. HJ sent an email with apologies. RNB- Explained the agenda to new members.
2.	Review of previous meetings minutes	Everyone happy with minutes from last meeting	TW signed off.
3.	Confidentiality statement and Conflict of Interest	RNB went through confidentiality statement	No conflicts of interest identified.
4.	Actions from last meeting	None	
5.	Appointments and telephone system updates	JG- Average call time is 3 minutes AK- WE have expanded the appointments plus 2 new GPs	MW- Wanted to discuss options on the phone when you call the surgery as there only appears to be 1 option and it's silly to have to listen to the whole message? The wording isn't right.  RNB- JG and I will call the company next week and see if we can get the wording changed.  TW- Option for a call back is offered once you choose option 1.  MW- I met DR Malik, and she is very good.  RNB/JG- Glad to hear that, she is an asset, appreciate the feedback.
6.	Vaccination updates	AK- Summer COVID wrapped up and now to get ready for winter covid/flu clinics starting in Oct, will be offered together. Children- nasal can start earlier.	JL- Asked if people are aware that it's available to have at home?  AK- We provide it for people in care homes first and then HB patients, we have been doing this for a while, so they are aware.

			<p>JL- What about people with dementia where they are not deemed as disabled?</p> <p>AK- We can be flexible, but they will wait longer.</p>
7.	PPG recruitment	3 new members present	JG has done some great work with leaflets, posters etc. And word of mouth within the surgery, recruitment is going very well, and we welcome more.
8.	Updates from the Surgery	RNB- We were invited to attend the Dunstable Pride 2025 event.	<p>RNB- Great chance to engage with the community, 2 clinicians and I had a stall and enjoyed being part of the event which was successful. We don't have anything in the pipeline at present but would like to have another event planned soon.</p> <p>TW- We also have the new newsletter which is monthly.</p>
9.	PPG topics to raise	None submitted.	TW- Please raise any issues in AOB.
10.	AOB		<p>KW- Hust thoughts really but it would be nice to know who we are seeing, could there possibly be photos and a little bio of each clinician/ GP withing the surgery? putting a face to a name? I see names but have no idea who they are.</p> <p>RNB- Website is going through a change right now but we could also put them on there.</p> <p>KW- Would it be nice to know what their specialty is?</p> <p>AK- Most clinicians are general and deal with everything, but I know what you mean.</p> <p>KW- Like I know Dr Marcel deals with skin and injections?</p> <p>AK- We very much are going towards "Right person, right care" approach which the NHS are using.</p> <p>KW- Do we want people to have a relationship with GPs? A few years ago you saw the same GP and got to know them and feel comfortable with them?</p> <p>AK- We do encourage continuity between patients and GPs but it's not always possible these days.</p> <p>JL- I'm in my 70's and cope ok with new technology but most people my age and older do not look on the internet or use teams for</p>

			<p>meetings. Could we have a face-to-face meeting in the surgery, might attract more people to want to be involved in PPG membership?</p> <p>AK- Patients often don't want to meet in the surgery so we find this is the best way for PPG, they were held in the surgery in the past. We do welcome people into the surgery to ask questions etc. if they cannot use the internet to see the website and want to know more about the surgery.</p> <p>MW- Do all staff wear name badges?</p> <p>JG- Reception staff badges just say reception, but clinicians do have their names.</p> <p>AK- We are going towards a "my name is" type badge.</p> <p>RNB- TW has done a great job as chair, however we would like to ask if anyone else would like the opportunity to be the chair of PPG? Also, the possibility of a PPG secretary to liaise with the chair regarding agenda and minutes etc. PPG to have a think about it and let me know by email if you would like to put yourself forward for either role.</p>
<b>11.</b>	Date of next meeting to be discussed	15 <sup>th</sup> October 2025	Everyone has agreed they are available for that date.