



Kirby Road Surgery

PPG Meeting Agenda 13.01.2026

Present:

Practice Staff:

AK- Managing Partner

MD- Clinical Lead Pharmacist and Digital Transformation Lead

AG- Practice Secretary

Patient PPG Members:

AG (Chair)

KW

JG

MW

	Points Discussed	Notes	Action/ Result
1.	Introduction and Apologies		JG send apologies- Surgery Manager RNB sends apologies. HJ sends apologies EB, JR,JL- DNA
2.	Review of previous meetings minutes	Members reported they had not received previous minutes	Will speak with RNB- get them sent out
3.	Confidentiality statement and Conflict of Interest		No Conflicts
4.	Actions from last meeting	N/A	
5.	Appointments and telephone system updates	Telephone system updated as per last meeting. The menu option has been removed. completed	No issues currently- members report not having any issues and better now options are removed.
6.	Vaccination updates	MD_ vaccines have been good uptake- under 65's still an issue-data wise we have matched last year- MW_ shingles is being rolled out, isn't it?	

		<p>MD- yes correct, cohorts are being worked out Started to roll out but if you missed will have to wait until 70yrs AG- had shingles so will come for that MD_ covid was reduced cohort, but all has been completed as far as care homes etc Young people still won't take it up-we send out invite to those with existing conditions AG- what's the criteria for young people? MD- 6 months to 64, breathing issues, Parkinson's, diabetes, SCA, LD or BMI, asthma Covid was for those who are compromised, very limited this year</p>	
7.	PPG recruitment	AG- any more activity?	<p>AK-No new members for this mtg- new people do join but don't always want to attend. We welcome everyone if they want to be involved. AG- I don't have a list of members. AG (sec) I can send you a List MW- main communication channel for members.</p>
8.	Updates from the Surgery		<p>AK-Making changes to the website, coping with winter demand MD- system connect-open core hours, submit requests, health reviews, get actioned within a day, not had any bad feedback, patients like it-Kirby not big uptake yet but may be due to demographics unlike Luton we have the telephone still, system connect is a bonus for our surgery we don't want to restrict access KW_ its good I think to keep it open, good for people who cannot access AK- we will not be switching off phones, we want the patient contact-we don't want to create new barriers but the young people like it, we need both</p>

			<p>MW_ some things can be complex and online makes things very simple.</p> <p>AK- we respond on the platform which is very quick response wise.</p> <p>MW- do the message go to the NHS app?</p> <p>MD- there are two different ways to use, there is a failsafe, can't look for messages on the APP yet but it is possibly going that way.</p> <p>JG- if people ask for a telephone response can this be done? for a specific request? way it was implemented did not satisfy the needs</p> <p>MD_ we wouldn't know about individual circumstances.</p> <p>AG- where are the instructions for using system connect?</p> <p>MW- it's on the surgery website</p> <p>AG- I will have a look for that</p> <p>MW_ is there a message saying it can only be used during open hours?</p> <p>MD- Yes as we have limited hours over the weekend</p> <p>MW_ at first, I didn't think my system was not set up but when I phoned, I was told its only during opening hours not in the evening</p> <p>MD_ I will double check- action for Younus to do.</p> <p>MD_ demonstrated the website by sharing his screen.</p> <p>JG- might be helpful to have other contact numbers.</p> <p>MD- demonstrated where you can find that info on the website.</p>
9.	PPG topics to raise	JOS- outlined her experience in the Netherlands regarding carers and client's person-centred care. Outlined personal experiences and requesting surgery to adopt similar.	JG- Would like to discuss professionals liaising with and listening to patients or their carers about their long- term conditions/ disabilities when it comes to aspects of their needs, care and wishes.
10.	AOB		
11.	Date of next meeting to be discussed	TBC- due to several members being absent	