



## KIRBY ROAD SURGERY

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

# PPG Meeting Minutes 15.01.2025

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### Present:

Practice Staff:

AK- Managing Partner

JFG- Office Manager

RNB- Quality Assurance Manager

### Patient PPG Members:

TW- Chairperson

JG- PPG member

AG- PPG member

MAW- PPG member

### Apologies:

AG- Practice Secretary

HJ- PPG member

SM- PPG member

	Points Discussed	Notes
1.	Introduction and Apologies	Apologies from AG, HJ, SM.
2.	Review of previous meetings minutes	Previous meeting minutes to be sent to the PPG. Practice secretary AG to send out minutes when complete to TW, who will share with the PPG.
3.	Confidentiality statement and Conflict of Interest	Some members of the PPG hold various roles within the NHS/ Social Care/ the community, which brings a vast wealth of knowledge and skills to the PPG. However, no conflict of interest identified.
4.	Actions from last meeting	None
5.	Appointments and telephone system updates	JFG- Average wait time on telephone is 2 minutes 56 seconds.  Practice team believe this is a positive. The winter season has been challenging due to the high level of viruses circulating.  AK- the practice continues to provide support to patients, monitor our appointment provision and remains stable with regards to workforce availability over the winter period despite winter bugs. A&E and hospital departments continue to experience a high level of demand, with many A&E's

		<p>advising not to send patients to A&amp;E or dial an ambulance due to lack of supply.</p> <p>RNB- It has been a tough winter, with many people catching various viruses. The cold weather has also meant the elderly or immunocompromised are at further risk.</p> <p>AK- Face masks have been reintroduced throughout the practice. Not mandatory but advised.</p> <p>JFG- We have made face masks available at reception alongside hand gel.</p> <p>AK/ RNB- As part of staff well- being, employees were asked how they felt about face masks being reintroduced, which they were happy with.</p> <p>AK- Reiterates that when patients have telephone calls booked, he will always call more than once as he understands patients cannot be expected to wait by a phone.</p> <p>JG- Provides positive feedback about this and agrees this works well.</p>
6.	Vaccination updates	<p>AK- Successful vaccination season. RSV and flu uptake good in the eligible groups. COVID-19 uptake good but could improve. We have observed some declining of the flu jabs in the eligible populations. A lot of vaccine conspiracy is rife on social media, which is unfortunate as misinformation can be fatal.</p> <p>AG- Suggested incidence figures could be sent to patients who didn't have the vaccine, as this may inspire uptake.</p> <p>AK- confirms this is a good idea. Will look into this. Practice still sending SMS messages with online booking links for flu. There will be a potential clinic for COVID-19 in February/ March for those who are eligible, which will be very vulnerable individuals.</p>
7.	PPG recruitment	<p>Practice continues to recruit new members of the patient population to the PPG, this is a work in progress.</p>
8.	Updates from the Surgery	<p>RNB- health events, these continue to be planned. We are looking to organise a safeguarding event, a women's event and more. Will update the PPG when more information is available. All PPG members welcome to attend not just as patients but as representatives of the PPG.</p> <p>TW- provided feedback from guests at the men's event, a lot of information in one go.</p> <p>AK- future events will be shorter.</p>
9.	PPG topics to raise	<p>None submitted.</p> <p>TW- wished to raise the topic of the disabled bay again. Wants another bay added. The space is constantly busy.</p>

JFG- Advises that we cannot add a further bay to the car park. Informs TW that when he parked his car in front of door very recently, this impacted on the individual in the disabled space from leaving the car park.

TW- The space by the door used to be a disabled bay, another space should be added back there. Feels very strongly. States this is why a previous member of the PPG left the group as he had a conversation with them.

**At this point, AK and MAW had to leave the meeting.**

RNB- Advises she also had a conversation with the person in question, and it was not their sole reason for leaving the PPG. The space by the door cannot be used as a disabled space once more as there would not be enough room. You need a hatched area for loading/ removing wheelchairs from a vehicle, which this space would not safely provide as people would need to walk/ manoeuvre their cars around this space also.

TW- Staff have often parked in the disabled bay, or people without a badge.

JFG- No staff park in the disabled bay. Advises TW to come directly to her if he sees this happening but reassures that this is not the case. Staff may park in the middle of the car park if they are on a later shift and then move their car into a bay when it becomes free. But they do not park in a disabled bay. The woman who used the space without a badge was disabled and entitled to use the space.

TW- Reiterates the need for another bay.

JFG- Any individual with a blue badge can park on a double yellow road for a set amount of time with their blue badge, this can be done on Kirby Road. Or, if they can walk into the practice, they can use other bays. Staff already park in surrounding areas or the car park at the park to enable more patients to park at the practice. Patients can also use the Wilko car park, or park in surrounding areas. Reminds that we are not the size of a supermarket where we can provide more disabled bays.

RNB- Staff indeed park at the car park in Bennett's rec or at other locations. Agrees with JFG. The practice does not have the resources to refurbish the car park currently. Quotes have been obtained when this was raised previously by the PPG, and it is extremely expensive. The practice will continue to use resources to ensure appointment provision. Many practices locally and nationally do not provide a car park for patients at all, so it is good that the practice enable patient parking. We have had a recent CQC inspection who did not make comment or request changes to the car park in any way.

JFG- Staff often visit patients in their car if they are unable to come into the surgery due to disability, nurses have provided flu injections even.

		<p>RNB- Staff will of course provide a home visit if patients are unable to get to the surgery.</p> <p>JFG- Absolutely.</p>
<b>10</b>	AOB	<p>JG- Are the practices working with the leisure centre to prescribe the classes they have available to patients? This will keep people out of hospital etc.</p> <p>JFG- Confirms Carley refers patients to various external organisations, but requests information to be sent to her regarding this.</p> <p>JG- Advises she will send email.</p>
<b>11.</b>	Date of next meeting to be discussed	Next meeting Wednesday 16 April 2025.