



KIRBY ROAD SURGERY

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

PPG Meeting Minutes 15.10.2024

Present:

Practice Staff:

AK- Managing Partner

JFG- Office Manager

RNB- Quality Assurance Manager

AG- Practice Secretary

Patient PPG Members:

TW- PPG Chair

AG

SM

HJ

MAW

	Points Discussed	Notes	Action/ Result
1.	Introduction and Apologies	JFG welcomed new members	
2.	Review of previous meetings minutes	Not everyone received the minutes from last meeting so these will be sent out again.	Those who had read them agreed and signed off.
3.	Confidentiality statement and Conflict of Interest		This was not read out as RNB was having PC troubles
4.	Actions from last meeting	Telephone noise- the noise has been lowered even further. Please let us know what you think.	SM said she phoned a few days ago and was very happy with the music, not too loud
5.	Appointments and telephone system updates	JFG showed the members the graphs online-showing stats of wait times and calls Call time gone up slightly as been very busy times with flu/covid clinics Calls in queue answered at 89% which is very good	

		Highest/busiest times still 8am and 1pm as expected. The stats are measured by Surgery connect which is approved by NHS England.	
6.	Vaccination updates	Flu clinics were a good success	Flu and covid clinics have gone extremely well- SM reported that she came and thought it was very organised and efficient at Kirby.
7.	PPG recruitment	Practice continues to recruit new members of the patient population to the PPG, this is a work in progress.	New member SM attended today at the surgery- any members who cannot access teams are welcome to do this-SM was spoken to at the wellbeing day and thought she would give it a try.
8.	Updates from the Surgery	Health Event Health Event for men	Our health event went extremely well, with the feedback received fantastic! A big thank you to AG who delivered a wonderful talk on prostate awareness. JG asked about whether we reach out to schools- We are looking into that and want to have access to SEND and explore other options We can't wait to host our next event on the 16/11/2024, this will be a men's health event. TW and AK have been given the go ahead for the venue-this will be for over 40's – under 60's
9.	PPG topics to raise	Whatsapp group	
10.	AOB		
11.	Date of next meeting to be discussed	Wed 15 th Jan 2024- TBC	