



KIRBY ROAD SURGERY

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

PPG Meeting Minutes 23.05.2024

Present

Practice staff:

AK- Managing Partner

JFG- Office Manager

RNB- Quality Assurance Manager

AG- Practice Secretary

Patient PPG members:

TW- PPG Chair

AU

AG

JB

JG

EB

Apologies

MAW- PPG member

	Points Discussed	Notes	Action/ Result
1.	Introduction and Apologies	Apologies from MAW	Welcomed new members and introductions were made.
2.	Review of previous meetings minutes		TW- Myself and Alison have read those, and I have signed off.
3.	Confidentiality statement and Conflict of Interest		RNB- Whenever we meet, we share- confidentiality is important, what we say here stays here. No conflicts identified.
4.	Actions from last meeting	Extra disabled space	TW- I have spoken to A Selous & Central Beds, was told Kirby Road already have disabled space and can park on yellow lines if got blue badge. JG- Could we approach CBC and ask if we could have designated space at the park? AU- But not everyone can walk that far, I struggle, I often cannot park in the car park at Kirby as space is filled and the pavements are terrible- TW- looks like we won't get far with this.

			RNB- recent disability risk assessment conducted did not identify that we required more spaces.
5.	Appointments and telephone system updates		<p>RNB- last report which was in April-our average wait was 2 minutes 26 seconds which is very good-</p> <p>AU- the phones have been great lately. Regarding appts, I have sometimes waited all day for a call and don't get one, I can't wait in all day, can't we be given some idea of time ?</p> <p>AK- Phone signal not always great but be assured we do always call back. Sometimes we call when the phone is busy, we don't want pts sitting by the phone waiting and it does help if we know which phone to call-reception will advise pts to keep mobile handy if they need to go out, it's difficult.</p> <p>JB- if I could just say the on-hold music is very loud sometimes.</p> <p>RNB- I can talk to ITS and see if we can reduce that.</p>
6.	Vaccination updates		<p>AK- Covid spring roll out has been done- only Moderna Spikevax, no Fizer and they were done later than the chemists.</p> <p>AU- I wasn't notified they were available-? How were we told?</p> <p>AK- we can't advertise the booking service; we are allocated our quota.</p> <p>Care homes are first then housebound pts, then in order of vulnerability, messages did go out.</p> <p>TW- I didn't get anything either but a family member did.</p> <p>RNB- It goes by risk marker.</p> <p>AU- Can we have both with you? flu and covid?</p> <p>AK- yes but risky giving together in case of reaction, we wouldn't know which one caused the reaction.</p>
7.	PPG recruitment		<p>RNB- we are keen to recruit as many as possible and its ongoing, we currently have another person interested.</p> <p>JFG- And the idea is to improve the practice and quality of service.</p>
8.	Updates from the Surgery		RNB- Myself and Kerry have done DART (Domestic abuse responder training) , if you didn't know Kirby Road is a named safe space for anyone who needs it-patients have access to

			<p>phone and computer and we have a designated room within the building.</p> <p>AU- Do you display information about this in the surgery? leaflets etc?</p> <p>RB- Yes, we do and posters on the door.</p> <p>JFG- also on the website, a lot about Domestic abuse</p> <p>RNB- also the poster has a QR code that can be scanned so the person doesn't have to enter the surgery if they don't want to.</p> <p>JG- A lot of people just think its couples that suffer Domestic abuse/violence but what about the elderly? family members?</p> <p>RNB- yes you are right, anyone can be affected.</p> <p>TW- I raised this with Andrew Selous and told him I want a meeting with the head of beds police to talk about better training for officers.</p>
9.	PPG topics to raise		<p>JB- Could a reminder about the meeting be sent out an hour before in happens? To ensure I sign in on time.</p> <p>RNB- Yes, we can do that John if you like.</p>
10.	AOB		<p>JG- I work with adult social services and we try to collaborate with the NHS and would be good if we could have some info on how the agencies and other services work together? how people can get help and what is available to them?</p> <p>AK- a lot of them now work out of the hub so they are in one place- various clinics in the hub now, we are not one of them. WE have a care co-ordinator, Carly, who liaises with many of them and attends most of the MDTs- district nurses, social care hospitals etc. Unfortunately, some of them use RIO, a different system to us, we use System 1 so its hard sometimes to connect, its an ongoing issue throughout the county.</p>
11.	Date of next meeting to be discussed		<p>Wed 17th July 2024</p> <p>Wed 2nd Oct 2024.</p>