



KIRBY ROAD SURGERY

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

PPG Meeting minutes 25.07.2024

Present

Practice staff:

AK- Managing Partner

JFG- Office Manager

RNB- Quality Assurance manager

AG- Practice Secretary

Patient PPG members:

TW- PPG chair

AU

JB

Apologies

MAW- PPG member

AG- PPG member

	Points Discussed	Notes	Action/ Result
1.	Introduction and Apologies		AG MAW
2.	Review of previous meetings minutes		Signed off
3.	Confidentiality statement and Conflict of Interest		RNB reiterated importance of confidentiality. No conflict of interest identified.
4.	Actions from last meeting	RNB had been in contact with ICT about the volume on the phones when on hold, and informed that the volume has been turned down now. Requesting feedback.	JB- reported that he had rang in the week and didn't really notice a difference. TW reported the same RNB said she will speak to ITS again and see what more can be done.
5.	Appointments and telephone system updates	JG reported that the waiting time for the phones remains low, similar to previous figures.	AU- reports an improvement lately with call wait times. PPG practice staff note that this is great feedback.

		<p>This is positive, as there has also been a shift in staff.</p>	<p>TW- States that he has been given a time to expect a call by reception, and the call came at the advised time so was pleased.</p> <p>JG- Advises that they are still only giving AM or PM mainly, as we cannot accurately state when the call will happen.</p> <p>AK- said that the clinician/ GP will always calls back if a call is missed.</p>
6.	Vaccination updates	<p>AK reported that flu vaccines will be rolled out in October. Expecting delivery in September but awaiting confirmation.</p> <p>COVID- unsure of vaccine delivery time or when this clinic will occur, waiting for government guidance.</p> <p>Patient's can have flu and COVID at the same time.</p>	<p>JB- asked who will be eligible for the vaccine.</p> <p>AK- advises over 65's and under 65's with health problems initially.</p> <p>TW- Will they release the Covid vaccines early considering the current outbreak?</p> <p>AK- Unsure at this time. Vaccine will be the most up to date version and patients will be invited as soon as it arrives.</p>
7.	PPG recruitment	<p>RNB- Hopefully more events will help to recruit more members</p>	
8.	Updates from the Surgery	<p>RNB- Quite a few events are being lined up with speakers from several different fields and clinicians from the surgery. Possible dates are Aug 10th at the Salvation Army building- members of the PPG are helping as well as staff from the surgery.</p>	<p>RNB asked if the PPG would like a stall at the event to aid recruitment.</p> <p>TW- confirms this would be a good idea.</p> <p>JB- asked what happens at these events.</p> <p>RNB- gave an outline of why the practice do them and who they are aimed at. Informs the PPG that the event will feature health screening too. Several speakers from different fields will be present and providing patients with the opportunity to ask questions.</p> <p>JG- We also provide tea and coffee.</p> <p>RNB- The practice will also be offering a Men's health event, possibly in September.</p>

			TW- aimed at over 40's, those men who don't attend the GP surgery- would also like to hold a women's event in the future.
9.	PPG topics to raise	None submitted.	
10.	AOB	Whatsapp that was shared by a PPG member regarding article by the Daily Mail.	<p>TW- contacted the Daily Mail and told them how inaccurate the data was, and the information was old. Reports no apology offered by the paper and TW said anything in the future that members want to share needs to go through him first so that he can vet it as we need to be mindful of content.</p> <p>AK- confirms the article was not based on factual information.</p> <p>TW- Disgusted that chemists are charging to put together Dossett boxes for patients and that it shouldn't be allowed.</p> <p>AK- the chemists are paid by the prescribing authority to do this job anyway and we should find out which chemists are doing this and inform BLMK as they are the commissioning body.</p> <p>TW- its discrimination against those who cannot afford it.</p> <p>AK- yes, I agree, it's treating people unfairly.</p> <p>JG- I will find out which chemists do charge for Dossett boxes.</p>
11.	Date of next meeting to be discussed	Wed 2 nd October 2024 6.00 pm	