

Patient Group (PG) Minutes 02.11.2022

Present

Practice staff:

AK

JG

RNB

Patient PG members:

TW- PG Chair

JL

Apologies:

No apologies

Matters Discussed.

| | Point | Notes |
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| 1. | Introduction and Apologies | Introduction given by AK No apologies to note. |
| 2. | Review of previous meetings minutes | Previous minutes discussed by the PG. Agreed by all for efficiency, themed minutes will be published going forward. |
| 3. | Confidentiality statement and Conflict of Interest | AK provides a full confidentiality statement for the practice No conflicts of interest identified. |
| 4. | Appointments and telephone system updates | AK informs the PG that findings from a recent appointment audit demonstrates the practice is offering 60- 70% more appointments more than the national average. Chair questions if patients are informed calls are recorded. Brief discussion establishing that the practice does notify via the phone system that all calls are recorded for quality and training purposes. |
| 5. | Kirby Road Surgery website/PPG | RNB advises that going forward all minutes will be published onto the practice website. |

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| | information and updates | November is Men's Health Awareness month. This is being celebrated at the surgery on our social media accounts. |
| 6. | Flu updates | AK and JG inform the PG that the practice continue to achieve high numbers of flu vaccinations. Chair commends the efficiency of the recent flu clinic he visited and its staff. |
| 7. | COVID-19 autumn booster updates | AK advised that COVID-19 boosters/ vaccinations will not be provided at the surgery at this point. Houghton Hall Park has been established as the new vaccination site. PG in agreement that this will be advertised on our socials going forward. |
| 8. | PPG recruitment | Two expressions of interest have been submitted to the practice. RNB to begin the process of recruiting new members to the PPG. |
| 9. | Updates from the Surgery | RNB discusses new boards in the surgery that have been installed to provide health promotion information to patients. RNB informs the PG that the current boards are dedicated to Cervical Screening Awareness and Men's Health Month. New boards will continue to be installed at the practice to maximise the available information for patients. PG informed that the practice are exploring new methods to provide support to parents/ carers of children with Autism/ ADHD. |
| 10. | AOB | No other business. |
| 11. | Date of next meeting to be discussed | Next meeting date set provisionally. |