



KIRBY ROAD SURGERY

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

PPG Meeting Minutes 30.11.2023

Present

Practice staff:

AK- Managing Partner

RNB- Quality Assurance Manager

Patient PPG members:

TW- PPG Chair

MAW

AMH

AU

Apologies

Jo G- Office Manager

AG- Lead Secretary

	Points Discussed	Notes	Action/ Result
1.	Introduction and Apologies	JG apologies AG apologies	
2.	Review of previous meetings minutes	All viewed and signed off.	
3.	Confidentiality statement and Conflict of Interest	Importance of confidentiality No conflict of interest identified.	
4.	Actions from last meeting	Extra disabled space. TW suggests implementing a space on Kirby Road itself.	The practice has no plans to implement a further disabled space at this time, but will raise with the Partners should the Council parking bay not be possible. TW to contact CBC highways to determine if a space can be added outside the practice.
5.	Appointments and telephone system updates	The average wait times on our telephones: May: 5 minutes 53 seconds June: 4 minutes 51 seconds July: 4 minutes 41 seconds	

		<p>August: 3 minutes 1 second September: 2 minutes 41 seconds</p> <p>A positive decline!</p> <p>MAW- social media decline in negative comments.</p> <p>Agreed positive.</p> <p>PPG discuss dangers of misinformation.</p> <p>AU- raising clinician offering times of when they are calling.</p> <p>RNB- explains emergency callouts that occur, which may delay clinics. Trying to narrow it down as much as possible.</p> <p>AK- explains pharmacist role.</p>	<p>The practice will endeavour to narrow the time gap in which clinicians will call.</p>
6.	Vaccination updates	<p>AK- explains successful flu season. COVID vaccinations not as early as flu. Also discusses declines from patients to vaccine appointments but expects a January uptake.</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- A new logo is being implemented for the practice.</p> <p>RNB- explained the recent GP patient survey we undertook.</p> <p>TW- informs PPG about the recent complaints review and how many feature feedback about long hospital wait times.</p>	

		PPG discusses hospital waiting times.	
9.	PPG topics to raise	<p>Car park- additional disabled bay.</p> <p>MAW- asks about the average wait time for pre- bookable appointment.</p> <p>Practice advises waiting time is no more than a week.</p> <p>MAW- online booking, will this be implemented?</p> <p>RNB advises that the practice continue to research an appropriate service that can be implemented. We hope to have this finalised soon.</p>	Practice staff explain that this can be discussed further.
10.	AOB	<p>AU- Car park grit</p> <p>RNB- assures this is done each day</p>	
11.	Date of next meeting to be discussed	29/02/2024.	