Kirklands Surgery

Minutes of Patient Group Meeting: 13th April 2022

Present: Group Members: HB, MP, DC, IR

MR: Drayton Surgery Chairperson

Sue Miller: Kirklands Surgery Deputy Practice Manager.

Apologies: AW and Tina Till

Sue welcomed the members to Kirklands

Group members were asked to sign a Code of Conduct form. Terms of reference will be reviewed at the next meeting

Sue asked if there was any interest from the group members to take on the role of Chairperson. IR may consider this.

Sue gave an overview of the Practice and

Dr Evans retired on 31st March 2022. We welcomed Dr Zanoon Nazari to the team

9400 patients

2 Partners – Dr Hockley and Dr Nazari

5 Salaried GPs

2 Nurse Practitioners

2 practice nurses

2 HCA’s

Practice Manager

Deputy Practice Manager

9 receptionists

1 Secretary

Kirklands is part of the Portsmouth North Primary Care Network along with North Harbour Surgery and The Drayton Surgery. The PCN has been a great success in working together – we have Social Prescribers, Pharmacists and Care coordinators all employed by the PCN.

Mary Ramsay Chair of Drayton surgery PPG was introduced to the group. She gave an insight on how the PPG runs at Drayton Surgery. The group have been invited to attend Drayton’s next PPG group meeting . The meeting will be on 26th May 2022, 5pm at Drayton Surgery,

IR and HB interested in attending.

**Items discussed:**

1: Sue asked that any communication to herself or Tina Till be sent to the practice generic email address mail. j80273@nhs.net

2. MR asked why the members have joined the group and the main consensus was interest in changes that are happening in general practice and would like to give something back in return for what the NHS has done over the past few years.

3. IR suggested a display for the waiting room on the history of Kirklands Surgery. The group agreed this would be an interesting project for patients to view.

4, HB introduced himself. He has been a member of the group since it started. He gave the group an example of what had been previously achieved, A new Bannister was installed to help patients to get up the stairs and this has been of great benefit to patients with mobility problems.

5. HB discussed the telephones as he has been getting the following message “unable to connect, please try again later” Sue said she was unaware of this happening and will speak to the telephone suppliers. **ACTION SUE**

MP felt that the telephone system could be confusing for some patients as there are now options to press. Sue said she understood that this could be difficult for some patients but this was set up because the practice was receiving complaints about the phone system being “old fashioned” Patients want to know where they are in the queue.

6. HB asked whether staff could give their names when answering the phone. Sue advised that the staff do not generally give out their surnames due previous issues with staff being contacted via facebook – social media can be a problem and the practice doesn’t want to put staff at risk.

7. MC enquired about voluntary work. Sue will speak to the Social Prescribers to see if they have any information. **ACTION SUE**

8. It was agreed meetings will be held 2 monthly.

**Date of next meeting: Wednesday 22nd June at 6pm**

Sue thanked everyone for attending and meeting closed at 7pm.