**KIRKLANDS SURGERY – NOTES FROM PPG MEETING 27 JULY 2022**

**PRESENT**: Susan Miller, Deputy Practice Manager , MEP, DMC, SAC, MAC, POC, KM, AW

Apologies: IR

1. **Terms of Reference** – a printed sheet was given to all present and asked that they read them carefully.
2. **Taking of Minutes** – AW kindly volunteered to do this.
3. **Items from Previous meeting** – Mac asked previously about extended numbers of callers in the queue. Sue (SM) has spoken to the telephone company and this has been actioned.
4. N**ames when answering phones** SC – SM explained for privacy purposes this is not possible. SC also said she does not like being told “I’m not a Doctor”. SM will speak to the Receptionists re: asking for help in interpreting results. She suggested she will ask one of the Receptionists to attend the next meeting. She will also look into a sign for “disabled” to be seen downstairs. KM asked if it was possible to be texted with results. AW suggested encouraging patients to request their prescriptions direct with the Chemist.
5. Mac had concerns regarding the queue at the reception as had waited outside 40 minutes before he could get into the surgery. Suggestion of reinstating the self-check in machine was made. SM will action this
6. **Extended Access** – Drayton and North Harbour - SM reiterated we are not merging with any other practice.
7. **Patient Survey**: SM read out the results. Kirklands came on pretty much on top in every section. Copies of the results are available.

**AOB**: KM wished to record how good she considers the practice to be.

Date of next meeting: To be arranged. AW requested this to be after 21 September!