Minutes of PPG meeting Kirklands Surgery, on Wednesday, 9 July 2025

PRESENT:

Lucinda Potter (Operations Manager)

Tina Till (Business Manager)

Samantha Savin

Paul Oakley-Cleife (Chairperson)

DA, DL, MP, NAC, KM, AW, DC, SC, KM

There were no apologies.

Minutes of the last meeting were read and all correct.

1. **Annual Report** – PO introduced two new members. The annual report was read out by AW and the document is available both on notice boards and Website.
2. **Joint Meeting** – the next meeting with Drayton Surgery will take place on Wednesday, 23 July at 5 pm at Gatcombe House. Lack of disabled access was discussed. No modifications can be made to the building because it is listed, but AW suggested they should provide portable ramps. AW offered St. Joseph’s Hall in Tangier Road for future meetings (which does have disabled access). KM suggested asking Portsmouth City Council if they have any suitable premises.
3. **Trainee Receptionists**

At present there are three receptionists under training. We welcome them. Lucinda outlined their training to members they are in their early days and training is supervised, and was noted how helpful it is to patients having trainees identified at the desk.

1. **Appointments/different ways of working**

We are obliged to change the way our appointments are made (NHS England) by October. Various systems including online access/EConsult are under review and Tina & Lucinda will be reviewing other surgeries who have a new system to see how it works. Once a decision is made, this will be shared with PPG group members and kept informed. The system has to roll out by October.

1. **Facebook/Website**

A new Facebook page is available and the website is being updated all the time by Sam.

1. **Information Event**

various places for this have been looked into including St. Joseph’s Hall in Tangier Road, the first use of which will be free. Lucinda will speak to Katie about this. The first meeting is likely to be about young families.

1. **Veterans Email**

Emails went out asking if patients were veterans as many do not state this when registering/attending the Practice. This information is needed for coding.

1. **Any other business**

DL explained why he joined PPG, particularly his interest in veterans and their problems, PTSD etc. NAC came to see what it was all about, but would like to come again. DL suggested specific email boxes for patient enquiries. Lucinda and Tina will give this consideration. Lucinda asked three questions relating to medication and how the online medication request was accessible to patients and weather it needed any modification. Members felt it was adequate for their needs but feedback from patients will always be welcomed

**Date of next meeting** – Wednesday, 10 September 2025 at 5.30 pm

The meeting finished at 7 pm.