**Annual report for Kirklands Patient’s participation group PPG 2024/25**

Every year around this time Kirklands surgery PPG is committed to reflect on its activities for the past year.

The PPG are a group of patients whose responsibilities and commitments work with surgery to insure it’s plans services and activities work in response to the patients’ needs and priorities. We are especially conscious of disadvantaged patients and any matters of concern are brought to the attention of surgery. At no time will personal agendas be brought to the table and PPG will not discuss any patient’s personal details.

At all times group members will comply and work with the objectives of the terms of reference respecting the code of confidentiality and adhering to general data base regulations.

We at Kirklands hold meetings 4 times a year and the dates are set at each meeting and subject to change by agreement.

The practice operations and or business manager will always be present and a GP would also be present from time to time.

To maintain a positive relationship with staff others have been invited and joined the meetings within the year.

The meetings are completely transparent and all members respecting others’ views and minutes are available on the practice WEB site and PPG notice board.

Last October we held a PPG patients survey, via reception, and the friends and family network, positive comment was given to the whole spectrum of services, the booking of routine appointments was highlighted as an issue, this is being monitored by surgery and dialogue is ongoing to resolved issues for patients

We are committed to working with the surgery to educate patients into the acceptance of the right professional for the right problem. We recognise the expertise of these professionals are a valuable source of knowledge to the Surgery.

We are keen to support and be visible at awareness events held by the Social Prescribers as they expand their services and wellbeing projects within the Primary Care Network (PCN) community.

We at Kirklands PPG maintain a good relationship with Drayton PPG where we share various services provided by the Social Subscribers, every six months a joint meeting is held between ourselves where a Health Care Professional (HCP) is invited to give a presentation and for each member group to share its activities. We at Kirklands are very fortunate to be one of the few independent surgeries with in the city

We have maintained continuous support with reception staff within their role as first point of contact for patients at all times we have supported the surgery with any operational decisions especially the introduction of the ‘call back’ system which has created an excellent level of service.

On behalf of all Kirklands patients and the PPG a big thank you to the Senior partners, all the clinical and non-clinical staff for their true professionalism and dedication.

Back in December our practice manager Sue MILLER retired after some years of being with us, so our many thanks go to her, and we have welcomed Lucinda Potter as our newly appointed operations manager

We as PPG are constantly looking for new members to join us especially from all ethnic minorities all ages and backgrounds

For more information, please contact myself

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