

Minutes – PPG Meeting

Date:	19.06.2025
Chairperson:	Michelle Vickery
Minutes taken by:	Michelle Vickery
Attendees:	Michelle Vickery PM (MV), Dr A Miah LGP (AM), Patient (SH)
Apologies:	Dr Oke RMD (OO)

Items of discussion

1.	Welcome & Introductions	Responsible (Initial)	Date due
2.	Apologies and announcements:		
3.	Previous Minutes review actions: No previous minutes as no patients attended the meeting on 20.03.2025		
4.	Practice Updates	Responsible (Initial)	Date due
	Staffing Dawn now retired from APM role but helping with administrative duties whilst we recruit. Vacancy out for ANP, finding it hard to fill but is out on NHS jobs, Indeed and Practice Website. Dr Amankwah has relocated to Canada, currently at interview/offer stage with a female GP to join the practice. Vacancy for x2 reception/admin posts, currently at interview/offer stage. Dr IQ New app explained and set up for SH, looking at offering event day for patients to promote this. AM feedback – we are now able to see a lot more patients that we have not seen before due to the GP triaging and being able to sign post patients to more suitable services. We have over 2000 patients already registered on the app and currently have the highest number of patients within our region completing the health questionnaire.		

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	We are always looking at ways we can improve services and access for our patients. Practice Events No smoking event in March, invited over 800 patients, 3 patients attended, received carbon monoxide test provided by smoking advisor and referrals made to stop smoking service. Received feedback from a patient who has now stopped smoking and has really improved their health. Up coming Smear event on 28th June, over 200 invites sent targeting ages 24-40, 29 patients had booked apt within 48hrs of the invite being sent.		
5.	Feedback		
	Last 3 months Google reviews discussed – couple of 4* plus, few 1* reviews with the trend around womens health issues. Plan in place at the practice currently recruiting Female GP who has special interest in womens health. Last 3 months F&F reviews discussed – all positive reviews complying from patients following appointments at the practice. F&F review slips are now in all clinical rooms and also on reception desk for patients to complete following their interaction with all staff members. Dr IQ – mixed feedback via the app from patients but this is improving.		
6.	PPG Representative Feedback		
	SH - Dr IQ sounds good idea to help with phone queue SH - Would like more awareness on fibromyalgia AM – explained that we have training on this clinical staff (recently taken place in May 2025), also have a physio at the practice that can help assess patients symptoms and diagnose. MV – look into NHS resources for patients and add poster to our health information board once this has been rearranged.		
7.	PPG Representative Questions		
	SH – No Radio playing in reception MV - Explained that we do not have a entertainment licence therefore could not play music to the public. Discussed the cost of around £400 - £500.		
8.	AOB		
	No other business		

Meeting Closed:	13:45
Next Meeting:	18/09/2025 13:00
Chair:	Michelle Vickery
Minute:	TBC



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