

Kingsbury Court Surgery

Part of Kings Gate Group

Minutes

Meeting:	PG Meeting at EASTGATE SURGERY				
Date:	Tuesday 3rd June 2025	Start:	18:30	End:	19:30
Present:	JB YD SG SW IR DB TG GB MB TG JB MW CM				
Apologies:	RT JP				

Ref	Points Discussed	Notes	Action
1	Introduction and apologies from non-attendees	Introduced in-house Pharmacist YD Apologies received from RT and JP	
2	Covid Spring Booster Extended Hours Clinic 18:30 – 20:30 Saturday Clinics	YD confirmed the Covid Clinic was a success with approximately 1300 appointments booked and injections administered Our extended hours Clinics continue, and the Surgery are finding these appointments invaluable to patients We have a clinic for telephone consultations and have Face-2-Face appointments available too at least once a week These Clinics are also well received, and attendance is good. We have a GP Clinic, Physician Associate and Nurse Clinics available	Ongoing Planned 'Woman's Only' on Saturday 21.6.25
3	New GPs	The Surgery welcome 2 new GPs Dr Solomon (M) and Dr Malik (F) working across all 3 Surgeries	
4	Self-check-in for patients Discuss display board/promotion of PG Group	Self-check-in monitor was discussed. YD advised he could look at trying to get room allocation, and Clinician'/GP name on the screen for patient's so as they know where to seat themselves; either upstairs or downstairs GP and Clinician name tags to be generated and magnetic strips attached for display in Main Reception	YD CM JP – DB to assist once materials have been purchased

		We discussed displaying leaflets in Main Reception promoting the PG group	JP CM
5	Online Appointment Booking	The Surgery have implemented a trial of offering online appointment bookings but to date these were not showing on the App CM explained to the group that our admin team send reminder/confirmation of appointments to all patients the day before their appointment which has had a positive impact on the reduction for non-attendance numbers	YD to investigate Ongoing monitoring by management
6	Other Business: Telephone System	The telephone system allows caller ID and caller ring back facility The Surgery continues to have at least 4 members of staff answering the calls during busy periods which results in less waiting time for the patients to be answered	Ongoing
	Next Meeting	Tuesday 2 nd September 2025	

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