

Kingsbury Court Surgery

Part of Kings Gate Group

Minutes

Meeting:	PG Meeting at EASTGATE SURGERY				
Date:	Tuesday 4th March 2025	Start:	18:30	End:	19:30
Present:	IR JB DB CM JP GB SG VB SW TG MB MW				
Apologies:	RT				

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Ref	Points Discussed	Notes	Action
1	Introduction and apologies from non-attendees	Apologies from RT	
2	WhatsApp	Everyone agreed still to use this form of correspondence between group members for updates	
3	Complaints Procedures	JP and CM explained the procedure, for both written and verbal complaints, and were pleased to inform members that complaints have reduced greatly in the last year. All complaints are logged	Continue to respond to each complaint received following Policy and Procedures
4	Plans for 2025:	<ul style="list-style-type: none"> • Covid Spring Booster – commencing 2nd April with 3 half day clinics 2nd, 3rd and 4th April and 2 Saturday Clinics being 5th and 12th April. • The Surgery will continue to offer extended hours appointments which have proved to be beneficial to patients • Refurbishment is still ongoing, and further updates will be posted when secured 	Staff to contact Patients to book in Ongoing JP
5	Discuss display board/promotion of PG Group	It was undecided what we could do to promote the PG group at this present time. We currently have 11 members plus 2 staff members which the group thought was adequate Discussion regarding GP/Clinicians rooms to be displayed clearly in Main reception – it was suggested we try magnetic board/strips	JP and CM JP and CM
6	Other Business	Chair (DB) shared briefly how the Receptionists at the Surgery work after having a tour of Reception	
7	Feedback from Kingsbury Court Patients	We agreed that any suggestions/feedback from non-PG members but Patients at Kingsbury Court are welcomed and valued	Please email Kingsburycourt.admin@nhs.net
8	Next Meeting	Tuesday 3 rd June 2025 6:30 – 7:30	

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