



Kingswinford Medical Practice

Patient Participation Group (PPG)

9 April 2025

Kingswinford Medical Practice, Standhills Road

Notes of Meeting

1	<p>Welcome and apologies: Present: BB (Chair), BP (Secretary), VE (Practice Manager) and six members.</p> <p>Apologies: 3 members</p>
2	<p>Minutes of previous meeting: Accepted as a true record.</p>
3	<p>Matters arising: None</p>
4	<p>Practice manager's report: <u>Patient numbers:</u> As of this morning we had 8,599 patients registered with us – a net increase of 14 patients compared to my last report.</p> <p><u>Number of appointments:</u> The NHS dashboard reports that we have provided:</p> <p><u>30 December 2024 to 2 February 2025</u> 7,160 appointments. An average of 1,432 appointments per week 42% of these appointments were face to face 60% of the appointments were with a GP 64% of the appointments were booked on the day of the appointment The DNA (did not attend) rate was 2%.</p> <p><u>3 February 2025 to 2 March 2025</u> 5,944 appointments. An average of 1,486 appointments per week 44% of these appointments were face to face 63% of the appointments were with a GP 63% of the appointments were booked on the day of the appointment The DNA (did not attend) rate was 2%.</p> <p><u>PCN (Primary Care Network):</u> Nothing to report</p> <p><u>Staffing:</u> In March we said goodbye to Dr Chinwe, as a GP Registrar as she finished her training, she has, however, remained with the team as a Locum and will do so for the next couple of months to help with staff shortages. In April we welcomed Dr Sarma (M) back for this final year of training. We have also welcomed Dr Ellin (F) who will be working on Tuesdays and Wednesdays until August.</p>

Suggestion box responses:

We have received a number of compliments since the last meeting, but no suggestions – please see the attached summary.

Friends & family patient responses:

January 2025 - 93.7% of our patients thought their experience of our service was very good or good

February 2025 - 94.9% of our patients thought their experience of our service was very good or good

March 2025 - 95.5% of our patients thought their experience of our service was very good or good

We continue to review all of the free text comments that are provided with these responses.

Website

January 2025 - Total requests: 3,585 - Get help for any health problem (2,151); repeat prescription request (864)

Peak times for requests: 8am -12noon

Highest average number of requests per weekday: Monday 237 requests on average

February 2025 - Total requests: 3,212 - Get help for any health problem (1,992); Repeat prescription (745)

Peak times for requests: 8am-12noon

Highest average number of requests per weekday: Monday 250 requests on average

March 2025 - Total requests: 3,535 - Get help for any health problem (2,183); Repeat prescription (852);

Peak times for requests: 8am-12noon

Highest average number of requests per weekday: Monday 227 requests on average

Telephone system

January 2025

- we received 6,092 inbound calls – it is important to note that a number of these calls are received between 7pm-8am
- 4,472 calls queued with an average queue time of 7m9secs
- 34 callers requested a callback, we successfully spoke to 30 of those callers, 1 callback was unsuccessful
- busiest times for calls - 8am-4pm

February 2025

- we received 4,674 inbound calls – it is important to note that a number of these calls were received between 7pm-8am
- 3,606 calls queued with an average queue time of 3m54sec
- 3 callers requested a callback, we successfully spoke to 3 of those callers
- busiest times for calls - 8am-3pm

March 2025

- we received 4,878 inbound calls – it is important to note that a number of these calls were received between 7pm-8am
- 3,631 calls queued with an average queue time of 3m58secs
- 8 callers requested a callback, we successfully spoke to 7 of those callers, 1 callback was unsuccessful
- busiest times for calls - 8am-1pm

Facebook

We currently have 895 Facebook followers. In the last month we reached 4,332 people with our posts and had 14,656 facebook views.

Pharmacy First

We continue to refer to our local pharmacists under the national scheme.

January 2025 - 39 referrals

February 2025 - 36 referrals

March 2025 - 27 referrals

	<p>Other matters: We have received confirmation that we have successfully completed our transition to modern general practice.</p> <p>Contract monitoring visit – The ICB attended the practice on 11 March 2025 to conduct our contract monitoring visit. The visit went very well with only 5 action points and a few recommendations.</p> <p>Check and cancel on phones – we have activated a new system on the telephones which permits patients to check and cancel their appointments via an automated system. The system searches and confirms appointments within the next 30 days. If it isn't able to locate the patient they are returned to the main line number, if appointments cannot be located the patient is advised to call back.</p> <p>We have started our covid spring booster campaign this evening. We have appointments available to book on 31 May 2025 for eligible patients.</p> <p>We successfully completed both the financial and clinical year ends and started a new year on 1 April 2025.</p> <p>There are a number of contractual and commissioning changes this year which we are currently reviewing.</p>
5	<p>Report from chair: BB reminded the meeting that at the AGM on 15 January 2025 the post of Vice-Chair was not filled. As a result, the Communications post has been enlarged with JG accepting the change. The change will mean that the Communications officer chairs a KMP PPG meeting in the event of the Chair's absence. The Communications officer also liaises with other NHS staff.</p> <p>BB explained that Helen Codd had met with both BB and JG to explain the current structures that make up the NHS. However, since these had been written, changes are being made to remove NHS England. We await this event and also any changes resulting from it. Helen was very informative and summarised the current NHS structures that have already been circulated to PPG members.</p> <p>Meeting with the PCN PPGs on 27 March 2025 The minutes from this meeting have also been circulated to PPG members and are attached to these minutes. (PCN PPG Meeting 27 March 2025) The meeting was very successful with all in agreement to meet again. The next meeting on 16 April 2025 to be with Dan King, Head of Primary Care. Dan's name had been provided as a source of information on PCNs, by Helen Codd. JG to arrange a meeting with Dan on 16 April 2025. BB to update Dr Mavi, Clinical Director based at Wordsley Green Surgery, concerning the joint meeting between the PPGs within the PCN. And also to arrange a meeting with Dr Mavi.</p>
6	<p>Treasurer's report: Our membership to NAPP expired on 31 March 2025 following the decision to cease our affiliation due to the increase of the annual subscription from £40 to £80. Opening balance - £425.33 Expenditure - £10 (community centre room hire on 27 March 2025 for a network meeting) Closing balance - £415.33</p>
7	<p>NHS communication report: Kingswinford & Wordsley PCN PPGs Meeting Wednesday 16 April 2025 – 6pm-8pm Kingswinford Community Centre Invited speaker – Dan King – Head of Primary Care</p> <p>Questions and issues the group would like Dan King to address, inform and advise on are listed below:</p> <p>These questions come from the Chair of KMP PPG 1. What does primary care expect from PPGs?</p>

	<p>2. How much autonomy do PPGs have in our present day primary care system?</p> <p>3. There appears to be no funding for PPG activity, although we can at KMP access free laminating and printing of posters for display in the surgery. No other funding source results in any need to hire a room outside the Practice coming out of a dwindling PPG budget, provided years ago under different structures and ways of working.</p> <p>4. Is there a blue print on how PPGs are expected to work within their PCN?</p> <p>These questions come from Communications officer at KMP PPG</p> <p>1. Is there still a contractual obligation for GP practices to have a PPG?</p> <p>2. How much autonomy do PPGs have?</p> <p>3. As previous members of NAPP. (National Association of Patient Participation Groups) we used to try to function as a conduit between the patient population and the practice with the aim of representing the views of patients. However, since the pandemic the dynamics of general practice have changed and it is increasingly difficult to communicate with patients as footfall in the waiting area has greatly reduced. Although current technology is being embraced and encouraged by practices it is not readily available to PPGs to communicate with the patient population they should be interacting with. Can Dan suggest ways of overcoming these issues to enable us to communicate with patients in a better and more comprehensive way?</p> <p>5. Since the PCN model was introduced before the pandemic have there been any fundamental or significant changes to the way PCNs are managed and if so what and how do they now affect the individual practices within them? Should the PCN function for the benefit of all patients in the locality and how can PPGs ensure that the patients at their respective surgeries are experiencing any such benefits on an equal basis?</p> <p>6. Do PCNs see any value in PPGs and do PPGs still have any relevance as small groups or larger more collaborative groups?</p> <p>These questions were put by Chair and Vice-chair at Moss Grove Surgery. These questions were originally raised at our initial meeting on 27 March 2025 but remain relevant to the meeting on 16 April 2025.</p> <p>1. Are the surgeries listening?</p> <p>2. What vibes are PPGs getting from surgeries and patients?</p> <p>3. What can PPGs expect or try to gain in the way of liaison with the ICB and support from the ICB?</p>
8	<p>IT update: JW reported as follows:</p> <p>The analytics for the PPG page for the last 28 days are:</p> <p>Views - 7</p> <p>Active users - 7</p> <p>Views per active user - 1</p> <p>Average engagement time per active user - 1m 02s</p> <p>Event count - 25</p> <p>For the last 90 days:</p> <p>Views - 31</p> <p>Active users - 27</p> <p>Views per active user - 1.15</p> <p>Average engagement time per active user - 39s</p> <p>Event count - 102</p>
9	<p>Suggestion Box: Three positive comments had been received</p>
10	<p>AOB: None</p>
11	<p>Date of Next Meeting: 1 July 2025 at 6pm</p>