



Kingswinford Medical Practice
Patient Participation Group (PPG)
Notes of Meeting held on 1st July 2025

1	<p>Welcome and apologies by Chair Present: BB (Chair), VE (Practice Manager), BP (Secretary) and 6 members Apologies: 4 members</p>
2	<p>Minutes of previous meeting: These were approved</p>
3	<p>Matters arising None</p>
4	<p>Practice manager's report <u>Patient numbers:</u> As of this morning we had 8,638 patients registered with us which is a net increase of 39 patients compared to my last report. <u>Number of appointments:</u> The NHS dashboard reports that in the following periods we have provided: <u>3 March 2025 to 30 March 2025</u> 6,117 appointments. An average of 1,529 appointments per week. 44% of these appointments were face to face. 9% of these appointments were telephone appointments. 61% of the appointments were with a GP 61% of the appointments were booked on the day of the appointment. The DNA (Did not attend) rate was 2.1%. <u>31 March 2025 to 27 April 2025</u> 4,961 appointments. An average of 1,240 appointments per week. 43% of these appointments were face to face. 8% of these appointments were telephone appointments. 67% of the appointments were with a GP. 61% of the appointments were booked on the day of the appointment. The DNA (Did not attend) rate was 2.4%. <u>PCN (Primary Care Network):</u> We have unfortunately said goodbye to our Nurse Associate Sophie, whom many of our housebound patients will be familiar with. Emily, our other Nurse Associate leaves in the middle of July. Two new pharmacy technicians have joined the team since our last meeting. Two nurses and a HCA will be joining in the coming weeks, they will work in the PCN housebound frailty team and pick up some additional duties. <u>Staffing:</u> Unfortunately, Dr Butler is off sick for the foreseeable future, we don't have a timescale for her return. We are, therefore, using a number of our regular locums to cover her sessions and to ensure our capacity is not affected. I am pleased to report that Harriet, our paramedic, returns from maternity at the beginning of August. <u>Suggestion box responses:</u> We have received one compliment since the last meeting, but no suggestions. Please see the attached summary. <u>Friends & family patient responses:</u> April 2025 – 95% of our patients thought their experience of our service was very good or good. May 2025 – 95% 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.</p>

We will be providing a box in reception for those patients that prefer to complete a paper form as recommended by the ICB during their contract monitoring visit. These results will be added to the online ones received.

Website

April 2025

Total requests: 3,425 - Get help for any health problem (2,040); repeat prescription request (913)

Peak times for requests: 7am -11am – there were a lot of requests after 7pm in this month

Highest average number of requests per weekday: Monday & Tuesday 181 requests on average

May 2025

Total requests: 3,250 - Get help for any health problem (1,870); Repeat prescription (869)

Peak times for requests: 8am-10am

Highest average number of requests per weekday: Tuesday 209 requests on average

June 2025

Total requests: 3,463 - Get help for any health problem (2,098); Repeat prescription (860);

Peak times for requests: 8am-1pm

Highest average number of requests per weekday: Monday 224 requests on average

Telephone system

April 2025

We received 4,805 inbound calls – it is important to note that a number of these calls are received between 7pm and 8am

3,458 calls queued with an average queue time of 3m39secs

1 caller requested a callback. We successfully spoke to that patient

May 2025

We received 4,776 inbound calls – it is important to note that a number of these calls were received between 7pm and 8am

3,520 calls queued with an average queue time of 4m16sec

5 callers requested a callback. We successfully spoke to all 5 of those callers

June 2025

We received 4,624 inbound calls – it is important to note that a number of these calls were received between 7pm and 8am

3,414 calls queued with an average queue time of 3m6secs

0 callers requested a callback

Facebook

We currently have 900 Facebook followers. In the last month we had 11,744 facebook content views.

Pharmacy First

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

April 2025 - 55 referrals; May 2025 - 35 referrals; June 2025 - 36 referrals

Other matters:

Contract monitoring visit: One of the recommendations made by the ICB was that PPG minutes should be made available on the website and in the waiting room. So assuming there are no objections we will publish these on your behalf, please note they will be anonymised where necessary.

Our final position with respect to DQOFH (Dudley Quality Outcomes for Health) for 2024-2025 has been received. We successfully achieved all expected indicators, with cervical screening seeing a very small rounding shortfall. The only indicators not to be achieved were childhood immunisations (in line with a lot of practices throughout the country due to the lack of decline codes) and dementia prevalence.

GP patient survey: The results of the national patient survey are provisionally scheduled to be released on 10 July 2025. I hope that we can review these at our next meeting so would kindly request an agenda item for this matter.

	<p><i>Childhood vaccine schedules:</i> These are changing from 1 July 2025 to give infants the best protection when they need it. Our clinical team are familiarising themselves with the changes. Parents will be notified when vaccines are due</p> <p><i>Mounjaro:</i> We are receiving a lot of contacts about this weight management medication, however, we cannot currently prescribe this treatment or refer patients into the new pathway until local services are launched.</p> <p>In the Black Country, new community-based weight management services are currently being developed to support safe and effective access to this treatment. The ICB are working quickly to make these services available.</p> <p>As part of our phased approach, the first group of patients who may be eligible will include those who:</p> <ul style="list-style-type: none"> • Have a BMI of 40 or more (or 37.5 for people from minority ethnic backgrounds) • Have obstructive sleep apnoea on CPAP (or where CPAP is not suitable or tolerated) • And have at least three of the following long-term conditions: <ul style="list-style-type: none"> ▪ Type 2 diabetes ▪ High blood pressure (hypertension) ▪ Cardiovascular disease ▪ Dyslipidaemia <p>Other patients who meet the broader NHS criteria (BMI \geq 40 and four or more related health conditions) may become eligible in later stages.</p> <p>Beacon Centre for the Blind and Integrated Plus are holding a sight loss support group on the first Friday of every month at this Health Centre from 10am till 12noon.</p> <p>A new Carer support group will be available in Dudley starting on 3 July thanks to Integrated Plus and Dudley Carers hub. The group will meet on the first Thursday of the month every month, here at the health centre from 1:30pm until 3pm.</p> <p><i>Dudley Women's health hub menopause café:</i> This event will next take place on Monday 7 July 2025 at Lye Community Centre from 10am until 11:30am</p> <p><i>Grass:</i> Please be aware that we have reported the unkempt grass at the front and side of our building. NHS Property Services have appointed new contractors, who appear to think the land is owned by the council so outside of their contract. NHS Property Services are dealing with this.</p>
5	<p>Chairman's report</p> <p>THE ICB Monitoring visit recommended that the PPG committee minutes be displayed on the PPG web site and the notice board in the waiting room and that 4 types of data should be available. However, the PPG minutes already include the Practice Manager's report. The data set is as follows: DNA rate, call volume, number and type of appointment and footfall data. We are planning to include the minutes on our web site and on our PPG notice board in the waiting room.</p> <p>As a result of our meeting with our local PCN Director, we were informed the 5 main health conditions of concern across the Black Country are: obesity diabetes, depression, hypertension and asthma.</p> <p><i>Web site links:</i> To address these key health conditions of concern to our PCN, the PPG will be adding information links to the PPG web page. Our PPG IT member has been busy searching for appropriate sites covering the above 5 health conditions plus one or two additional sites of interest added by the Chair. The PPG should try to focus on one condition at a time, using web-based links and surveys. Another suggestion is that we concentrate on the days when these issues are a National Awareness Day. Starting with type 2 diabetes, the PPG Chair is aiming to add web site links relating to diet and type 2 diabetes to our PPG web page. Diet is so important and can have a positive impact on this condition.</p> <p><i>PCN Facilities:</i> Moving on from the 5 key health areas which are the focus of the PCN, the Clinical Director informed the meeting that he is responsible for supporting the clinical development of the ARRS (Additional Roles Reimbursement Scheme).</p>

	<p>The PCN is provided with an annual budget to cover these additional roles towards patient care e.g. physiotherapist, dieticians, health coaches, practice pharmacists. It is important that we help with finding out the health needs of the local population.</p> <p>The Clinical Director of the PCN was very supportive of the role of local PPGs. He also mentioned that signing the confidentiality document again before any involvement in any patient survey or organising a talk by a health professional should be sufficient. We can also make use of the meeting room at Wordsley Green Surgery for joint PPG meetings, which we have been holding. We can also use the projector at Wordsley Green Surgery for improving our knowledge. PPGs should be involved with helping at their local surgery vaccination days, emphasising the need to follow due process by signing confidentiality agreement forms.</p> <p><i>Black Country Integrated Care Board survey:</i> The BCICB survey has been circulated to KMP PPG members. We received the survey from the BCICB, however, the questions and instructions on who and how to complete the survey were not clear. The survey included the need to ask patients for information which is difficult due to practical issues and the time allowed, whilst also asking the PPG to add to the survey. The document also asks about personal experiences of care. We found this difficult for the PPG to complete, so one or two members completed the survey separately making it clear that we cannot speak on behalf of patients as we do not have the same contact with patients.</p> <p><i>Post Covid.</i> Contact would now have to be by text or email and practice staff would need to complete this as PPG staff cannot use NHS IT as a means of contacting patients. Completing the survey correctly after gathering data would have been impossible due to the time frame allowed.</p> <p>The PPG had meetings to begin the process of having occasional combined PCN PPG meetings as follows: March 27th, April 16th, May 19th and May 27th with various representatives from the ICB, DRs, and other PPGs within our PCN. (File : PPG chair's notes meeting July 1st 2025 BCICB)</p>
6	<p>Treasurer's Report Between 10th April and 17th July the opening balance was £415.33. The expenditure was for the hire of room 4 at the community centre for a PCN meeting. BP asked BB why we funding a PCN meeting. BB replied that all future meetings would be held at Wordsley Green Surgery.</p>
7	<p>NHS Communications Update Please see Item 5</p>
8	<p>IT Update The PPG page stats for the last 30 days: Views - 3 Active users - 3 Average engagement time per active user - 49s Event count - 10</p> <p>Stats for the last 90 days: Views - 18 Active users - 17 Average engagement time per active user - 1m 02s Event count - 61</p> <p>BB thanked JW for his report</p>
9	<p>Comments and suggestion box update CS stated that a number of comments were all very positive.</p>
10	<p>AOB None</p>
11	<p>Date of next meeting September 9th 2025 at 6pm - KMP</p>