



**Kingswinford Medical Practice**  
**Patient Participation Group (PPG)**  
**Minutes 14 January 2026**

<b>1</b>	<p><b>Welcome</b> by Chair  Present: BB (Chair), BP (Secretary), VSE (Practice Manager) and 6 members</p> <p>Apologies: None</p>
<b>2</b>	<p><b>Approval of the November meeting:</b> These were approved.</p>
<b>3</b>	<p><b>Matter arising from the minutes of the November Minutes</b>  Please see Chair's updates.</p>
<b>4</b>	<p><b>Practice Manager's Report</b>  <u>Patient numbers:</u>  As of today we had 8,692 patients registered with us which is a net increase of 37 patients compared to my last report.</p> <p><u>Number of appointments:</u>  The NHS dashboard reports that in the following periods we have provided:</p> <p><u>13 October 2025 to 9 November 2025</u>  6526 appointments. An average of 1,732 appointments per week.  53% of these appointments were face to face. 8% of these appointments were telephone appointments.  55% of the appointments were with a GP  54% of the appointments were booked on the day of the appointment.  The DNA (Did not attend) rate was 2.7%.</p> <p><u>10 November 2025 to 7 December 2025</u>  6,519 appointments. An average of 1,630 appointments per week.  44% of these appointments were face to face. 9% of these appointments were telephone appointments.  64% 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 2.8%.</p> <p><u>8 December 2025 to 4 January 2026</u>  4,924 appointments. An average of 1,231 appointments per week.  45% of these appointments were face to face. 10% of these appointments were telephone appointments.  67% of the appointments were with a GP.  65% of the appointments were booked on the day of the appointment.  The DNA (Did not attend) rate was 3.0%.</p>

PCN (Primary Care Network):

We have new Clinical Directors for the PCN following Dr Mavi's resignation, Dr Rupinder Athwal and Mrs Carol Tyler of Summerhill Surgery.

Rajvinder Mann will on maternity leave from the end of this month.

Unfortunately, both Gemma (HCA) and Marteena (Practice Nurse) are leaving the PCN; posts are currently being advertised.

Staffing:

On 5 January 2026 we welcomed the second of our new Practice Nurses. Leah will be working Monday, Tuesday and Wednesday having previously worked in a Wolverhampton practice. I am delighted to report that Dr Butler has returned from sick leave. Dr Jones' GP Registrar placement at KMP completes in February 2026.

Suggestion box responses:

We have had just one suggestion since the last meeting:

*Please do not use this door - When I was passing through the door, I noticed this sign. It was on the door I was opening. With the exception of one person, EVERYONE used the right hand door to enter and exit the waiting room. Maybe because most people are right-handed. FYI I am left-handed.*

The sign was put on the door as the skylight in the waiting room was leaking. The leak was directly over the right-hand door (going into the waiting room) creating a slip hazard. The water had been cleared up and, therefore, a bucket was placed on the spot for catch any further drips. The sign was put up to highlight the issue and avoid an accident. Unfortunately, many patients ignored the sign and the bucket was pushed aside by the door opening. Luckily given the rain had stopped this no longer presented a health and safety risk. The leak was reported to NHS Property Services in line with normal protocol.

*Thank you for drawing our attention to the ineffectiveness of the sign. In future, we will ensure the sign gives the reason for not using the door and is larger. We will also use additional portable signage / barriers to prevent people from using the affected door.*

Friends & family patient responses:

*November 2025* – 94% of our patients thought their experience of our service was very good or good.

*December 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.

Website

*November 2025*

Total requests: 3,481 - Get help for any health problem (2,092); repeat prescription request (832)

Peak times for requests: 7am -12noon

Highest average number of requests per weekday: Monday 254 requests on average

*December 2025*

Total requests: 3,377 - Get help for any health problem (2,026); Repeat prescription (861)

Peak times for requests: 7am-1pm

Highest average number of requests per weekday: Monday 215 requests on average

	<p><u>Telephone system</u>  <i>November 2025</i>  We received 4,415 inbound calls; it is important to note that a number of these calls are received between 7pm and 8am  - 3,328 calls queued with an average queue time of 3m4secs  - 3 callers requested a callback, 2 of which were successful</p> <p><i>December 2025</i>  we received 3,667 inbound calls; it is important to note that a number of these calls were received between 7pm and 8am  - 2,822 calls queued with an average queue time of 2m25sec  - 0 callers requested a callback</p> <p><u>Facebook</u>  We currently have 937 Facebook followers. In the last month we had 11,000 facebook content views.</p> <p><u>Pharmacy First</u>  We continue to refer to our local pharmacists under the national scheme.  <i>November 2025 - 18 referrals</i>  <i>December 2025 - 23 referrals</i></p> <p><u>NHS App</u>  At the end of November 66% of patients aged 13+ years were registered for the NHS App.</p> <p>In November 2025; 44 appointments were cancelled through the NHS App. 1,042 prescriptions were ordered through the NHS App.  15,091 messages were sent through the App – 59% were NOT read through the App</p> <p><u>Other matters:</u>  <i>GP Patient survey</i> – As you will be aware from my last report, we sent an in-house survey to patients who had used our services in recent months. 4,381 surveys were sent, 514 responses were received giving a response rate of 11.73%, considerably higher than that of the National GP Patient Survey. Overall the results are pleasing with 88.5% of patients describing their experience of their GP practice as very good or fairly good. We are in the process of comparing the results to the National Patient Survey to identify common strengths and weaknesses. We will then bring our findings back to the PPG for your thoughts on an action plan.</p> <p><i>Patient Newsletter</i> – We are currently in discussion with respect to a KMP Patient Newsletter which we hope to launch in the next few months. The PPG expressed an interest in a regular section, is this still the case? If so, can I please liaise with BB in respect to this?</p> <p>We held another successful NHS App day to help patients with the App and any problems they have. 42 people attended.</p> <p>We still have flu vaccines available if patients have not yet had these. Our covid vaccine season</p>
5	<p><b>Treasurers Report</b>  13/11/25 – 14/1/26 - Opening balance £405.33, Expenditure £0.00, Closing balance £405.33</p>
6	<p><b>Suggestion Box</b>  There have been complaints about the floor in the waiting room. VE stated that this is an ongoing problem and is being investigated by the people who own the building.</p>

7	<p><b>Chair's updates</b></p> <p>The PPG IT member was unable to attend the meeting, therefore, there was no report.</p> <p>The Chair noted there was no NHS Communications report in Item 7 of the minutes.</p> <p><i>Item 5 Report from the Chair</i> - I attended the Men's Health event on 12<sup>th</sup> November 2025, helping to welcome and provide directions to the public. It was well attended with many having made pre-arranged blood test appointments for PSA screening. The tables offering blood pressures checks were also well attended. I had planned to help for only 3 hours but stayed longer.</p> <p>On 2<sup>nd</sup> December 2025 our PCN invited the PPG Chairs to attend a PCN meeting which was held on 16<sup>th</sup> December 2025 in order to help bring the patient voice into their decision making. The aim was to ensure the service meets patient needs. This sounded a really good idea from the agenda format. Even asking for one word to describe the PCN. Mine would have been "Remote"</p> <p>I set about producing a short survey of experiences from our PPG members on their access to Dudley Health Services. This would provide me with information on patient experiences with health services across Dudley that I would be able to discuss at the meeting. Therefore, I conducted a short survey of the PPG panel, as we are all Dudley NHS patients. The information was anonymous. I received further emails on 5<sup>th</sup> and 9<sup>th</sup> December where Rajvinder Mann informed the PPG Chairs that the meeting room was too small to accommodate them. We were asked to discuss and nominate one Chair to attend. However, one PPG Chair was not happy with the decision and sent an email to say the meeting had been mismanaged and, therefore, declined the invitation. A second PPG Chair also sent apologies. I thought this was a missed opportunity and a larger room could have been found to include the PPG Chairs, therefore, I also sent my apologies. I did not want this meeting to be a wasted opportunity so when Rajvinder requested that I send the brief information that I had collected I agreed. Half of our PPG members responded, all information was anonymous. Rajvinder thanked me saying it was really helpful and recently Victoria has let me know that Rajvinder has now asked other chairs to do the same type of survey.</p> <p>Moving on to the book table, I have two carrier bags full of donated books plus a full table of books, so we really need to buy a book container. I will add a notice to our notice board thanking everyone for their donations adding that for the moment we have enough books for the children. I will also refresh the book suggestion notice and display it on the notice board.</p>
8	<p><b>IT Report</b> JW reported: 43 views, active users 17, views per active user 2.53, average engagement time per active user 49 secs, event count 99</p>
9	<p><b>AOB:</b> None</p>
10	<p><b>Date of Next Meeting:</b> Wednesday 11<sup>th</sup> March 2026, 6 pm - KMP</p>