



Kingswinford Medical Practice
Patient Participation Group (PPG)
Minutes 11 March 2026

1	<p>Welcome and apologies by Chair Present: BB (Chair), BP (Secretary), VSE (Practice Manager) and 4 members Apologies: 4 members</p>
2	<p>Approval of the January meeting: These were approved.</p>
3	<p>Matter arising from the January Minutes BB informed the Committee that J W has resigned from the PPG due to changed domestic circumstances. BB has assured him he will be missed especially for his expertise and input to the PPG webpage. BB thanked him for all his invaluable work on the PPG which has greatly improved our web page.</p> <p>The Treasurer has kindly donated a box suitable for extra books for all the children's books recently donated.</p>
4	<p>Practice Managers Report <u>Patient numbers:</u> As of today we had 8,760 patients registered with us which is a net increase of 68 patients compared to my last report. This is a considerable increase in patient numbers and much larger than we have seen in the last 12 months.</p> <p>In April we will be reviewing our practice boundary to ensure that registered patients do live in the catchment area.</p> <p><u>Number of appointments:</u> The NHS dashboard reports that in the following periods we have provided:</p> <p><u>5 January 2026 to 1 February 2026</u> 6,153 appointments. An average of 1,538 appointments per week. 43% of these appointments were face to face. 10% of these appointments were telephone appointments. 64% 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 2.4%.</p> <p><u>2 February 2026 to 1 March 2026</u> 6,356 appointments. An average of 1,589 appointments per week. 42% of these appointments were face to face. 8% of these appointments were telephone appointments. 65% 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 2.8%.</p>

PCN (Primary Care Network):

Nothing to report

Staffing

There are no staffing changes or news to report.

Suggestion box responses:

I am not aware of any suggestions received.

Friends & family patient responses

January 2026 – 96.5% of our patients thought their experience of our service was very good or good.

February 2026 – 95.9% 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 2026

Total requests: 3,514 - Get help for any health problem (2,167); repeat prescription request (839)

Peak times for requests: 8am -1pm

Highest average number of requests per weekday: Monday 243 requests on average

February 2026

Total requests: 3,374 - Get help for any health problem (2,098); repeat prescription request (778)

Peak times for requests: 7am -12noon

Highest average number of requests per weekday: Monday 251 requests on average

Telephone system

January 2026

We received 4,336 inbound calls. it is important to note that a number of these calls are received between 7pm and 8am

3,233 calls queued with an average queue time of 2m38secs

0 callers requested a call back

At the end of January we changed the settings on the telephone system to provide patients with the option of requesting a call back when there more than 4 people in the queue.

We had previously activated an option to check and/or cancel appointments, however, at the end of January this facility was activated for 24 hours per day and the message was moved to the start of the telephone message. This was to encourage patients to cancel and check appointments and reduce DNAs.

February 2026

We received 4,254 inbound calls. it is important to note that a number of these calls were received between 7pm and 8am

3,044 calls queued with an average queue time of 3m19sec

185 callers requested a call back, of which 169 were successful

Facebook

We currently have 944 Facebook followers. In the last month we had 8,706 facebook content views.

Pharmacy First

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

January 2026 - 19 referrals

February 2026 - 23 referrals

NHS App

At the end of December 67% of patients aged 13+ years were registered for the NHS App.

In January 2026; 34 appointments were cancelled through the NHS App.

1,069 prescriptions were ordered through the NHS App

4,539 messages were sent through the App – 31% were read within the hour, 41% were read within 24 hours, 48% were NOT read through the App

Other matters

We are really busy heading into the last two weeks of the financial and clinical year.

GP Patient survey – 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.

Patient Newsletter – We hope to share our new Patient Newsletter before the end of the month

PPG Membership Confidentiality forms – The Practice Manager distributed the forms to each PPG member. They were asked to read them through carefully and then sign them and hand them back to the reception desk at KMP.

5

Chair's report

BB mentioned that she had circulated the Communication Officer's report of the PCN PPG Chairs' meeting held on the 4 March, prior to our own PPG meeting on the 11 March.

JG gave details of how she organised the meeting and her observations from the meeting. This is set out in item 7.

The Chair informed the Committee that the purpose of the PCN PPG meeting on 4 March was to explore ideas and practices among participating PPGs. The meeting was open to our local PCN PPG Chairs plus one other from each PPG. The PPG Chairs from KMP, Rangeways, Moss Grove and Wordsley Green together with a second member from Wordsley Green and KMP attended. For the moment Summerhill Practice were not able to send a Chair or PPG member.

We discussed the purpose of future meetings as no-one wanted to waste time. We all wanted to get something worthwhile from the time we spent together.

Topics we felt needed developing were:

- Best Practice
- Contact with patients
- Publicising our PPG
- Attracting new members
- Taking part in practice events flu clinics, coffee mornings
- Taking part and contributing to CQC visits
- How to help patients understand the NHS App
- Input to management meetings
- To work on research projects we can all undertake with our practice
- Jess's Rule was discussed at the meeting with each PPG deciding to find out exactly how their practice is implementing and advertising this

	<p>The Chair asked if posters were available for patients to read, however, the Practice Manager confirmed that the posters available were primarily for alerting clinical staff to Jess's Rule. The posters are displayed in the staff/teaching room. The rule alerts staff to further investigate a patient presenting with the same condition three times which is still ongoing and unresolved.</p> <p>The Chair then went on to give the analytic statistics relating to the improved PPG webpage. Views per PPG webpage = 21 Active users = 10 Views per active user = 2.10 Average engagement time = 33 seconds Event count = 51</p>
6	<p>Treasurer's Report No change from previous report</p>
7	<p>Communications Report Following the KMP PPG meeting of 14 January 2026, JG contacted all of the PPG Chairs in the PCN and arranged a meeting which took place on Wednesday 4 March at Kingswinford Community Centre. There were representatives from each of the PPG's, which included all Chairs and a couple of Vice-Chairs, apart from Summerhill Surgery. Summerhill Surgery had not had a PPG for some time; this has now been re-established but they are yet to appoint a Chair. The PCN's Clinical Director is now at Summerhill Surgery and supported by their Practice Manager. The Practice Manager at Summerhill Surgery is very supportive of their PPG and is trying to encourage one of their members to take on the role of Chair. A number of PPG Chairs at this meeting have offered to talk to their group and give them help and support in developing their PPG.</p> <p>The meeting covered a number of topics including;</p> <ul style="list-style-type: none"> • Purpose of future meetings • Methods used to recruit new PPG members • Having greater access to the patient population at each practice • Research projects conducted by PPG groups that generated contact with patients and patient involvement • "Jess's Rule" • GP attendance at PPG meetings and the type of input this enabled • Frequency of PPG meetings <p>The above topics were issues encountered by all PPG's and there was a varied approach in how each group tackled them.</p> <p>Due to this meeting only happening recently not all attendees have submitted their notes for the minutes to be compiled. When the minutes are complete, they will be reported on at the next PPG meeting.</p>
8	<p>Suggestions Report CS had nothing to report</p>
9	<p>AOB The meeting was informed of a Pulmonary course on COPD and other chest problems This course will last 6 weeks and is being held at the Methodist Church, Stream Road. Attendance is by Consultant referral with 10 patients per group.</p>
10	<p>Date of Next Meeting: Wednesday 13 May 2026 at 5.45pm - KMP</p>