



Kingswinford Medical Practice
Patient Participation Group (PPG)

Minutes: 17 June 2026

1	Welcome and apologies by Chair - BB declared the meeting open at 5.30 pm Present: BB (Chair), VSE (Practice Business Manager) and 7 members Apologies: 1 member
2	Approval of the March meeting. These were approved. BB mentioned at this stage of the meeting that, unfortunately, the secretary's health was currently not good which prevented him from attending meetings. The family said he is not well enough to carry on with his role with the PPG and, therefore, with regret resigns as secretary. All members expressed their best wishes for the future and hoped that his health would improve. BP was thanked warmly for his many years with the PPG, several of which were devoted to his work as secretary.
3	Matter arising from the March minutes BB asked about PPG attendance at the next CQC visit. VSE confirmed the CQC will usually invite the PPG to attend. However, there has not been a visit since before Covid. BB also asked JG if she had been able to produce a short account of our meetings with the PCN for the KMP Newsletter. Unfortunately, JG was out of the country for several weeks and was unable to do this and would contribute in the future. BB asked CS if he was able to write a few words about the suggestion/comments box. Chris said he would be able to if this is in time for the current Newsletter. If not, it will be published in the next edition.
4	<u>Practice Manager's Report</u> <u>Patient numbers:</u> As of today, we have 8,818 patients registered with us which is a net increase of 58 patients compared to my last report. This is again a considerable increase in patient numbers. As suggested at the last meeting we are reviewing our practice boundary and will shortly start contacting patients who live outside our catchment area. <u>Number of appointments:</u> The NHS dashboard reports that in the following periods we have provided: <u>2 March 2026 to 29 March 2026</u> 6,591 appointments. An average of 1,648 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. 65% of the appointments were booked on the day of the appointment. The DNA (Did not attend) rate was 2.1%. <u>30 March 2026 to 26 April 2026</u> 5,704 appointments. An average of 1,426 appointments per week. 44% of these appointments were face to face. 8% 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 2.1%.

PCN (Primary Care Network)

Nothing to report

Staffing

We were joined by a new GP Registrar at the beginning of April 2026, Dr Yigit Guler. Dr Guler is at the start of his training programme; he will remain with KMP until August, then return at a later date for at least 12 months.

We celebrated Harriet's wedding and sadly waved goodbye to Dr Chinwe and Sam (an Administrator) at the end of May. Dr Chinwe was a GP Registrar and then became a regular locum; she has unfortunately emigrated to Canada. We have successfully recruited with respect to Sam's role; Ella joins the practice at the beginning of July.

Suggestion box responses

See attached schedule in item 8.

Friends & family patient responses

March 2026 – 94.3% of our patients thought their experience of our service was very good or good.

April 2026 – 97.2% of our patients thought their experience of our service was very good or good.

May 2026 – 93% 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

March 2026

Total requests: 3,750 - Get help for any health problem (2,314); repeat prescription request (931)

Peak times for requests: 8am -12pm

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

April 2026

Total requests: 3,319 - Get help for any health problem (2,036); repeat prescription request (836)

Peak times for requests: 7am -2pm

Highest average number of requests per weekday: Tuesday 182 requests on average

May 2026

Total requests: 3,189 - Get help for any health problem (1,820); repeat prescription request (882)

Peak times for requests: 7am -1pm

Highest average number of requests per weekday: Tuesday 203 requests on average

Telephone system

March 2026

We received 4,297 inbound calls. It is important to note that a number of these calls are received between 7pm and 8am

3,200 calls queued with an average queue time of 2m33secs

110 callers requested a call back, of which 108 were successful

April 2026

We received 4,047 inbound calls. It is important to note that a number of these calls were received between 7pm and 8am

2,935 calls queued with an average queue time of 2m27sec

	123 callers requested a call back, of which 116 were successful <u>May 2026</u> We received 3,830 inbound calls. it is important to note that a number of these calls were received between 7pm and 8am 2,759 calls queued with an average queue time of 2m57sec 141 callers requested a call back, of which 134 were successful <u>Facebook</u> We currently have 956 Facebook followers. In the last month we had 7,200 facebook content views. <u>Pharmacy First</u> We continue to refer to our local pharmacists under the national scheme. March 2026 - 23 referrals; April 2026 - 17 referrals; May 2026 - 20 referrals <u>NHS App</u> At the end of April 68% of patients aged 13+ years were registered for the NHS App. Unfortunately, there is no further data currently available <u>Other matters</u> Our covid vaccine programme is coming to an end; we have successfully vaccinated over 600 patients. Whilst rolling out covid vaccines we have also successfully vaccinated patients for RSV under the new criteria, ensuring that all patients have been offered this vaccine. <i>Patient Newsletter</i> - we hope you enjoyed the last Patient Newsletter we are currently working on the second edition which will be released shortly
5	Chair's Report BB informed the committee that AH is stepping down as treasurer as a result of moving out of the KMP catchment area. BB thanked her for her work as treasurer and as a member of the PPG. AH has also donated a very useful box in which to store excess children's books in the waiting room. BB had checked the procedures covering a change of treasurer. In any voluntary organisation the role of treasurer is essential, however, in many voluntary organisations it proves to be a difficult post to fill. The Practice Business Manager was informed of the treasure's need to stand down. The treasurer will hand over records and complete the procedure for a change of treasurer and signatories with the bank. If no treasurer is forthcoming the procedure of Healthwatch Derbyshire is often followed i.e., the transfer of the budget to the practice who will hold the account temporarily. Fortunately for the PPG, JG has volunteered to take on the role on a temporary basis. JG has occupied the role of treasurer in the past and was willing to help in the interim. This is gratefully accepted and appreciated by the Chair and PPG. BB went on to inform the PPG of the zoom meeting on 9 June, held by the Patients' Association. BB's notes were circulated to the PPG and Practice Business Manager and a copy is held on file with these minutes. BB went on to give the activity numbers for the PPG page. These are still low. BB asked for a link to be added to the Newsletter as not everyone is on Facebook. The Practice Business Manager said this was not appropriate. Views: 199 Active Users:8

	Views per active user: 2.38 Average engagement time per active user: 24 seconds Event count: 44 The PPG was informed that a wheelchair had been donated to the surgery by the family of committee member CS. The Committee thanked CS for this thoughtful and very generous donation. This gift was in response to a suggestion from a patient asking if a spare wheelchair could be made available if one was needed for any reason. Newsletter: JG agreed to write about the PPGs meetings with other PPGs within our local Primary Care Network and will inform the Practice Business Manager when this is completed.
6	Treasurer's Report AH informed the Committee the current balance for the PPG budget remains at £405.33 The incoming interim treasurer updated the PPG on events concerning the change of treasurer. AH handed over the treasurer's role to JG who has agreed to take over on an interim basis. Due to AH leaving the PPG it is necessary to change the named signatories. Mandate forms have been sent to Barclays to remove BP, who has retired from the PPG due to ill health, and RW, who has earlier resigned from the PPG as he has moved out of the area. When these forms are registered with Barclays Bank, CS will be added as a signatory to the account and a further mandate will be raised to remove AH from the account. JG will inform of progress on this at the next meeting.
7	Communication officer's report JG agreed to contact the PPG Chairs in the PCN to arrange another meeting.
8	Suggestions Update . CS reported that between 11 March and 29 May We have received 7 cards with suggestions/comments on. Any actions the practice takes on these will be presented by the Practice Business Manager at the next meeting and documented in the minutes of that meeting.
9	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.
10	Date of Next Meeting: Wednesday 7 September 2026 at 5.30 pm