

Kerry Fitzgerald and Cindy Woodrup  
**Kiveton Park Primary Care Centre**  
**Patient Participation Group**  
**18<sup>th</sup> February 2015**

**The meeting was held at Finningley Lodge**

**Attending:** Brian Daniels, Jean Hirst, Chole Sarginson, Susan Wietscher, Keith Emsden, Sandra Williams, Marilyn White, Dr Say, Marsha Raynes, Becky Clowes

**Apologies:** Barry Winterbottom, Michael Brabbs, Ron Law

Brian opened the meeting, he explained the history of the PPG and what the PPG does. He explained that purpose of this meeting was to get the opinions of different patients.

The minutes of the meeting dated 29<sup>th</sup> January 2015 were approved.

**AGM:** This will be held on Wednesday 18<sup>th</sup> March in Turnerwood, Brian invited everyone, and this will be an opportunity for new committee members to join the group. Brian has written the report and will send a presentation to Marsha.

**Financial Report:** There is still £368 in the bank account.

**An open discussion was then held to discuss the strengths and weaknesses of the practice:**

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"><li>• Commitment to the home visit</li><li>• Diabetes especially</li><li>• Early and late appointments available</li><li>• Computer system for continuity</li><li>• Surgery always helpful</li><li>• Knowledge and experience of practioners.</li><li>• Satisfied with doctors.</li><li>• Good quality of care – never had a problem.</li><li>• Brilliant.</li></ul>	<ul style="list-style-type: none"><li>• Not as good as it used to be.</li><li>• Running at capacity – the surgery now has 11,500 patient, that is 10% increase.</li><li>• No additional infrastructure for this increase in capacity.</li><li>• Can wait a long time for blood tests.</li><li>• The phone queue first thing in the morning.</li><li>• Lack of continuity of care, Dr Say explained that this is due to a number of part time GPs.</li><li>• People struggle to get appointments around work.</li><li>• Patients can be waiting a long time for appointment.</li><li>• The appointment system.</li><li>• Having to tell the receptionist what the appointment is for – Dr Say explained this is we can ensure patients get the correct appointment.</li></ul>

The meeting was ended and Linda thanked the group for coming, it was agreed another meeting would be organised at Finningley.

**Next meeting:** 18<sup>th</sup> March 2015 – The AGM.