

Kiveton Park Medical Practice

Patient Participation Group

Wednesday 17th May 2023

Attending: Dorothy Bradley (chair), Barry Winterbottom, Tony Cowgill, Alana Habergham-Rice, Rachel Habergham, Carolynn Ogden, Toby Morgan, Katrina Fletcher, Kelly Wheatley, Jayne Downes, Hilary Berry, Michael Brabbs, Marianne Bailey, Becky Clowes.

Apologies: Kim Warner, Jane Barton

Dorothy opened the meeting, and everyone introduced themselves.

Minutes of previous meeting:

The minutes from the AGM held on 15th March 2023 were agreed, with some amendments to those attending.

What people would like to get from the group:

We discussed what people would like to get out of the group:

More community engagement, ideas such as newsletter informing patients of the different services the practice offers were suggested, it could include interview with different people such as PAs, physios, etc. This could be sent annually. Carolynn Ogden offered to this.

Different speakers – GPs, PA's Physios.

Red road radio could be used to inform people of the different services.

Wales Parish Council could offer stands at community events.

The PPG notice board at the village hall could be utilised more.

There were discussions about appointments and access to the surgery.

Complaints:

There have been 2 since last meeting 1 about appointments and 1 about admin procedures.

DNAs:

There have been 179 in April, about 44 a week.

Friends and family:

Copies of comments were passed round.

Questionnaire:

The last patient questionnaire was completed by the PPG in 2019, so another one is due. This is something that could be done on flu day when a lot of patients attend. It could be sent out with the newsletter.

News from surgery:

Morgan Greatbatch, Physicians Associate has started with us and Curtis Brownrigg will be starting in September doing the same role.

Extended access appointments are now here a Tuesday evening, focusing on smears, as women can struggle to come due to family and work commitments.

Next meeting:

9th July at 6.30pm