

**Kiveton Park Primary Care Centre**  
**Patient Participation Group**  
**Wednesday 20<sup>th</sup> August**

**Attending:** Brian Daniels, Marylin White, Keith Emsden, Michael Brabbs, Ron Law, Susan Wietsher, Sandra Williams, Becky Clowes, Marsha Raynes, Dr Say

**Apologies:** Barry Winterbottom, Sarah Wylie, Jean Hirst

Sandra Williams attended the group for the first time and was welcomed by Brian who explained the function and purpose of the group.

The minutes of the May and June minutes were approved.

**DNAs:**

- The number of DNAs that the practice has had in June were discussed, altogether 135 appointments were missed, the group discussed ways that they could help reduce this, one suggestion was to have a notice up in reception.

**Interest in the PPG and advertising:**

- Marylin has put adverts about the PPG in Your Mag, and the parish magazines for Todwick, Kiveton and Harthill.
- It was decided that we would invite Health Watch to come and speak to the group and look into having some people to come and speak from deaf/blind awareness. These could be open meeting.

**Patient Satisfaction Monitoring:**

- To continue doing this the practice is going to do the Friends and Family test, patients will be handed a card which asks them to give some feedback about their appointment that day and whether they would recommend the surgery to friends and family, these will then be posted in the comments box.

**BMA/GMC Petition:**

- This is about the cuts backs in Primary Care, there is currently a petition for patient's to sign in reception. Dr Say suggested that the PPG could write to our MP/Minister for Health/Chair of the CCG. Brian will draft a letter from the PPG.

**Networking Meeting:**

- This is on 3<sup>rd</sup> September on Mental Health, but maybe cancelled due to lack of interest.

**News from the practice:**

- Dr Wallis is leaving on 26<sup>th</sup> August, she will be hosting a tea party of 18<sup>th</sup> September for patients.
- Dr Downward is leaving at the end of October and Dr Thorman will be reducing his hours from September.
- We will be joined by Dr Rachel Monk and Dr Xavier Quli a husband and wife who will job share from September until March, Dr Kate Chalk will be doing one day a week until March.
- The practice is looking at ways to reduce the visiting load, as we have a very high visiting rate, Dr Say will bring the proposal from the partners to the PPG

**Next meeting:**

- Wednesday 17<sup>th</sup> September at 6pm.