

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 11 SEPTEMBER 2025

1. **Present:** JL, Dr RS, HE, CHi, RC, AD, LC, MS, PS, JM, PO, ES, JR

Apologies: CHe, SC, JS, RD, MT

2. CHi welcomed everyone to the meeting. Julie introduced Helen, Business Administrator and Dr Schatzberger to the meeting.

3. GP Patient Survey 2025

NHS England together with IPSOS, have recently published the findings of the 2025 GP Patient Survey.

Julie presented the findings. The completion rate was **34%** (110 surveys returned out of 326 surveys sent out in January). The overall experience of the Practice is **Good** (**79%** compared to **68%** in 2024).

Key strengths highlighted in the Practice Overview findings:

- 96% of respondents knew what the next steps would be within two days of contacting the Practice
- 88% of respondents said that the healthcare professional that they saw or spoke to was good at listening to them during their last general practice appointment
- 88% of respondents find admin and reception teams helpful

Areas where patient experience was highest and lowest compared with Integrated Care System (ICS) and National results:

Where patient experience is highest compared with the ICS result	Where patient experience is lowest compared with the ICS result
80% of respondents felt they waited about the right amount of time for their last general practice appointment ICS result: 69% National result: 67%	26% of respondents usually get to see or speak to their preferred healthcare professional when they would like to ICS result: 38% National result: 40%
80% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses ICS result: 70% National result: 69%	68% of respondents say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment ICS result: 74% National result: 74%
56% of respondents find it easy to contact this GP practice using the NHS App ICS result: 49% National result: 49%	11% of respondents were offered a choice of location when they last tried to make a general practice appointment ICS result: 16% National result: 14%
Comparisons with the local ICS or national results are indicative only and may not be statistically significant	

Dr Schatzberger said that the National Survey results help the Practice identify areas for improvement, measure patient satisfaction and make comparisons to other Practices. Practice specific and Friends and Family Test surveys are also undertaken.

CHi suggested including a summary of Friends and Family Test results in future Newsletters.

AD asked about training practice status and whether this attracts additional funding for the Practice. Dr Schatzberger explained that Kirkburton Health Centre is proud to be one of the largest training practices in the area. GP Trainers have additional qualifications. Julie explained that the Practice is reimbursed through grants from NHS England to cover the costs and time involved in supervising trainees.

4. Health Campaigns/Events

Julie thanked CHi and JS for planning and producing posters for the summer Health campaign, currently on display in the reception area. CHi invited suggestions for the autumn campaign. The following was suggested: Immunisation (the risks of COVID and Flu are still real); Eligibility for Autumn Vaccinations; Childhood Vaccinations; Top Health Tips; Pharmacy First. **PO suggested publicising the campaign materials widely, eg uploading the posters to the Practice website/social media.**

5. Practice Website

New Patient Online Registrations - Julie informed the meeting that new patients can now register with the Practice online. Guidance and a link to the registration portal is on the home page of the website www.kirkburtonhealthcentre.nhs.uk.

Self-Help Section - **CHi** highlighted that there are a number of broken links in the Self-Help section of the website. **JL/HE to action.**

Newsletter Archive – **CHi** informed the meeting that several members have asked why the Newsletter Archive, introduced four years ago at the request of the PPG, has been removed from the website. Currently only the latest Newsletter is available. **CHi asked if in addition to the latest newsletter, an archive of three newsletters could be reintroduced.** **RC** said that the archive was a valuable marketing tool and allows patients and the public to easily access past information.

6. PCN Update

Respiratory Hub – Kirkburton Health Centre

Julie informed the meeting that The MAST PCN has received additional GP funding to provide a Respiratory Hub at Kirkburton Health Centre from October – March.

Hospital Discharges

Julie informed that meeting that the PCN is undertaking a project in partnership with the Commissioners, looking at Friday evening discharges from Calderdale and Huddersfield NHS Foundation Trust, which aims to improve patient experience.

7. Volunteer Patients for GP Trainees

CHi reported that following our last meeting, several PPG and family members had expressed interest in being a volunteer patient for GP Trainees. **Julie** said that there are now sufficient patients on the Volunteer Patient Register, and thanked PPG members for their involvement.

8. Date and time of next meeting: To be agreed