

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 10 DECEMBER 2025

- 1. Present:** Dr RS, HE, CHi (chair), CHe (vice chair), SC, LC, AD, PS, JM
- 2. Apologies:** JL, JS, RC, ES, RD, JR, MT
- 3. CHi welcomed everyone to the Meeting. She gave an overview of the agenda and requested an additional item “Matters raised by PPG members” as the first Agenda item.**
- 4. Matters raised by PPG members**

Action points outstanding from meeting held on 11 September:

Website – There are several broken links in the Self-Help section, including Heart Health, Mole Assessment and Blood Pressure Tool. **HE/JL to action.**

Newsletter Archive – website – Reintroduce Newsletter archive – three Newsletters, plus the latest edition. **HE/JL to action.**

Seasonal campaign materials – wider publication of materials, perhaps on the Practice website/social media. **HE/JL to action.**

Standby Medications – A PPG member asked about the process for requesting standby medications. Dr Schatzberger said GPs will not generally prescribe standby or reserve medications, however in specific circumstances, such as a holiday, they may agree to an extended supply. Dr Schatzberger said GPs must determine that there is a medical need, as medication cannot be ordered ‘just in case.’ Standby medications required by patients when going on holiday should be requested via an e-consult, including the reason and dates to cover.

Tea and Biscuits/Dementia Events – One or two members have highlighted that they have received texts the day after the events have taken place. **HE to discuss with Roger Abbott, Care Co-ordinator.**

Text reminder – flu vaccinations – SC highlighted that she had not received a text invitation for her flu vaccination. She was aware of this year’s vaccination programme through a feature in the Autumn Newsletter.

Notices on Screens in Reception – CHe highlighted that Notices placed on screens in reception could be seen as a barrier between staff and patients. **HE/Practice staff to review the materials.**

Recorded Telephone Message – Members asked if the recorded message could be shortened. **HE to discuss with JL and give an update at the next meeting.**

Named GP – AD asked about the concept of a named GP, and how he believes this benefits continuity of care for patients. Dr Schatzberger said that the role of the family doctor has changed over the years, as GPs are dealing with more complex patients. Kirkburton Health Centre is a GP Training Practice and GP Trainers must balance their clinical responsibilities with dedicated time for teaching and supervision. Dr Schatzberger said that Training Practice status improves the quality of patient care and outcomes and is valuable in developing the future GP workforce.

HE informed the meeting that all patients are allocated an accountable GP who has overall responsibility for care and support. If a patient requests a particular GP/Clinician reasonable effort will be made to accommodate their preference, however patient must be prepared to wait.

5. National GP Patient Survey Results – 2025

CHi read out a letter from NHS West Yorkshire Integrated Care Board congratulating the Practice on the results of the National GP Survey 2025, which have shown significant improvements from the previous year. PPG members congratulated the Practice on this achievement.

6. PPG Patient Survey

HE circulated copies of a questionnaire issued following the launch of the online Triage system (November 2023) and compiled by the PPG in April 2024. CHi suggested that two years after the launch is an appropriate time to assess the system's sustained impact, patient satisfaction and identify areas for improvement. CHi agreed to circulate copies of the April 2024 survey as a reference, with an invitation to PPG members to forward any questions for the updated questionnaire to her **no later than 30 January**. Members present suggested the following questions “Are you satisfied with the digital triage platform;” “Were you satisfied with your care and treatment.” An updated draft survey will be developed for approval and a launch date agreed.

7. PPG Newsletter

CHi informed the meeting that our Winter 2026 Newsletter is due to be issued w/c 12 January.

8. Health Campaigns

CHi informed the meeting that our Autumn/Winter campaign is on display in the reception area. She recorded thanks to JS for designing the posters, and HE for her support. PPG members were invited to email suggestions for the Spring campaign to her **no later than 6 February**.

9. Any Other Business

Future PPG Meetings – Members discussed the benefits of extending future meetings by half an hour. **It was agreed that future meetings would commence at 4.30pm for PPG members, and the full meeting from 5.00pm-6.00pm. Date and time of next meeting – to be agreed.**