



## Patient Participation Group (PPG) Annual Report

Reporting Period: January 2025 – March 2026

### 1. Introduction

The Patient Participation Group (PPG) at Kiveton Park Medical Practice continues to play an important role in supporting patient engagement, service development, and communication between the Practice and its patient population.

The group meets bi-monthly and provides a forum for discussion on service improvements, patient experience, and future planning. This report summarises activity, feedback, priorities, and outcomes over the reporting period.

### 2. PPG Membership and Engagement

Attendance at meetings has declined during the year, and this has been identified as a key priority. The group recognised a need to:

- Increase membership numbers
- Broaden representation across different age groups
- Encourage younger members, particularly those interested in healthcare careers

Actions taken include:

- Exploring engagement with local schools (e.g. Wales High School, Health & Social Care department)
- Moving meeting days to Tuesday evenings to improve attendance and GP availability
- Improving circulation of meeting minutes in advance

The Practice will continue to actively recruit new members to ensure the group reflects the wider patient population.

## 3. Key Practice Developments and Updates

### 3.1 Workforce and Staffing

- Dr Dany Shahriar joined the Practice permanently following GP training, working 3 days per week across the Practice and PCN
- Additional GP capacity is being explored through PCN pilots and workforce development programmes
- Recruitment initiatives include participation in innovative GP training pathways

### 3.2 Population Growth and Capacity

Significant housing developments in Kiveton and Harthill have increased demand on services. In addition:

- Patients are registering from neighbouring practices with closed lists
- The Practice is reviewing patient list growth and workforce needs via PCN-supported studies

### 3.3 Estates and Infrastructure

- NHS capital funding (£100,000) has been identified for internal reconfiguration to increase clinical space (not extension)
- Paper records are being digitised to free physical space
- Parking remains a significant challenge due to:
  - Workforce expansion requirements
  - Limited on-site capacity
  - Local demand from surrounding developments

## 4. Service Delivery and Patient Experience

### 4.1 Appointments and Access

- Appointment capacity remains under pressure due to demand, workforce constraints, and increasing complexity of care
- A balance is maintained between:
  - On-the-day access
  - Follow-up appointments
  - Continuity of care for complex patients

The Practice remains above the national average in the GP Patient Survey but continues to strive for improvement.

## **4.2 Home Visits**

Concerns were raised that some expected home visits did not occur. The Practice clarified the process:

- Requests must be made before 11:30am
- Visits are triaged by the duty GP
- Patients are advised to contact the Practice again if no response by 5pm
- Emergency cases should contact ambulance services directly

The Practice aims to improve communication around this process.

## **4.3 Physiotherapy Access**

A new PCN physiotherapy service (Physio First) was introduced:

- Offering quicker appointments, including Saturdays
- Complementing traditional hospital physiotherapy (waiting times up to 12 weeks)
- Early communication issues were identified and addressed

## **4.4 Preventative Care and Vaccinations**

- Flu and COVID vaccination clinics were delivered successfully across Kiveton and Harthill
- Approximately 2,500 flu vaccinations were administered
- Sessions were well organised and positively received

## **4.5 Social Prescribing and Mental Health**

- Social prescribing activity fluctuated during the year
- Loss of dedicated mental health worker across practices noted
- Continued engagement with mental health services at PCN level

## **5. Youth Clinic**

- The Youth Clinic, which had run for over 10 years, closed due to loss of funding
- Efforts to secure alternative funding were unsuccessful despite multiple approaches
- This remains a significant loss for local young people
- The Practice and partners continue to explore opportunities for future provision

## 6. Educational and Clinical Initiatives

### 6.1 Medication Rationalisation

A presentation by Dr Ullah highlighted proactive work to:

- Review patients on multiple medications (polypharmacy)
- Reduce risks from inappropriate or excessive medication
- Focus on high-risk groups including:
  - Care home residents
  - Patients on 10+ medications
  - Patients with complex or deteriorating conditions

This work supports safer prescribing and improved patient outcomes.

### 6.2 Active Bystander Training

Staff training has been introduced focusing on:

- Managing challenging behaviour and abuse
- Supporting staff, particularly reception teams
- Encouraging active intervention using the "4 D" model (Direct, Delegate, Distract, Delay)

This supports a safer and more respectful environment.

## 7. Complaints and Patient Feedback

### 7.1 Overview

There were multiple complaints received during the period, with a noticeable increase in recent months.

Common themes included:

- Prescription processes and pharmacy issues
- Communication concerns (including tone and clarity)
- Appointment availability and waiting times
- Referral delays and follow-up issues
- Staff attitude (particularly care navigation interactions)

Some complaints were upheld or partially upheld, particularly where:

- Processes could be improved
- Communication could be clearer
- Delays occurred in referrals

## **7.2 Learning and Actions**

The Practice has:

- Reviewed prescribing and referral processes
- Reinforced communication standards
- Provided feedback and support to staff where required
- Continued to encourage patients to raise concerns early for prompt resolution

It was also noted:

- Feedback tools can be limited if anonymous or lacking detail
- Care navigation remains complex and not always fully understood by patients

## **8. Compliments and Positive Feedback**

A number of compliments were received, highlighting high-quality care and compassionate support.

### **Key Themes**

- Excellent support for patients with serious or long-term illness
- Compassionate and proactive communication with families
- Professionalism and kindness of both clinical and reception staff
- High standards of nursing care
- Recognition of administrative staff contributions

### **Examples**

- Support provided to a family during cancer treatment, including proactive follow-up
- Recognition of nursing staff for professionalism during cervical screening
- Appreciation of reception staff for kindness, patience, and support for carers
- Positive feedback on overall care at Harthill Surgery

These compliments reflect strong patient satisfaction in many areas despite system pressures.

## 9. Community Engagement

- MacMillan Coffee Morning raised approximately £1,000
- Parish Council engagement continued
- PPG remains a key mechanism for patient voice

## 10. Practice Commentary and Reflection

The Practice acknowledges that:

- Demand continues to increase significantly due to population growth and wider NHS pressures
- Workforce constraints and estate limitations remain challenges
- Patient expectations must be balanced with safe and sustainable service delivery

However, the Practice is proud of:

- High-quality, compassionate care delivered by staff
- Strong vaccination programme delivery
- Proactive clinical improvement work (e.g. medication reviews)
- Ongoing engagement with patients via the PPG

## 11. Priorities for 2026–2027

- Increase PPG membership and diversity
- Improve communication with patients, particularly around access and processes
- Explore funding opportunities and sustainability of additional services
- Continue to optimise workforce and appointment availability
- Address infrastructure challenges including space and parking

## 12. Conclusion

The PPG continues to provide valuable insight into patient experience and supports the Practice in responding to challenges and improving services.

Despite increasing demand and resource pressures, the Practice remains committed to delivering safe, effective, and patient-centred care.