



KIRKBURTON HEALTH CENTRE

PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER

WINTER 2026



Our Newsletter can be viewed on our website www.kirkburtonhealthcentre.nhs.uk or by email upon request.

WELCOME

As we begin a new year, we would like to wish all our patients a happy, healthy 2026. Winter is typically one of the most challenging times of the year. This year, a combination of high levels of 'flu, respiratory illness and an increase in slips and falls due to icy conditions have placed enormous pressure on primary care, ambulance services, hospital services, and A&E departments.

We would like to thank all our colleagues for their incredible hard work in managing an increase in demand and our patients for their patience, understanding and kindness.

Dr G Lane, GP Partner

Dr B Waller, GP Partner

Dr R Schatzberger, GP Partner



HAPPY RETIREMENT, RACHEL

At the end of January, we will say a fond farewell to Practice Nurse Rachel France who is retiring after dedicating more than 41 years to nursing. Rachel has worked as a Practice Nurse for 33 years and joined the team at Kirkburton Health Centre in 2019. Practice Business Manager Julie Lambe said: "Rachel will be missed by colleagues and patients past and present. We all wish her a happy, healthy retirement."

NATIONAL PATIENT SURVEY RESULTS 2025

The Practice has received a letter from West Yorkshire Integrated Care Board congratulating the team on the significant improvements from the previous year. The overall experience of Kirkburton Health Centre is **Good (79%)** compared to 68% in 2024.

Practice Business Manager Julie Lambe said: "We are proud that our hard work to improve our previous year's results has been recognised and acknowledged. The survey results help us to identify what is working well and areas for improvement. The GP Patient Survey is an independent survey run by IPSOS on behalf of NHS England, and we encourage patients who receive a survey this year to complete it."

FOCUS ON Julie Lambe, Practice Business Manager, Kirkburton Health Centre

As a Practice Business Manager in primary care, my role is to ensure that the practice runs efficiently, safely, and in compliance with healthcare regulations. While clinicians focus on diagnosing and treating patients, I oversee the operational, administrative, and financial systems that support high-quality patient care.

My Daily Responsibilities

No two days are the same in my role. I oversee the administrative team, including reception and clerical staff, and ensure that staffing levels meet the needs of both patients and clinicians. I am responsible for budgeting, payroll, and financial planning, as well as maintaining effective patient services. A key part of my work involves problem-solving—responding to unexpected challenges such as staff shortages, system failures, or changes in healthcare policy—while ensuring continuity of care.

Leadership and Team Support

Leadership is central to my role. I recruit, train, and support staff, conduct performance reviews, and address concerns in a fair and professional manner. I work closely with doctors, nurses, and allied health professionals, acting as a bridge between clinical and non-clinical teams to promote effective communication and teamwork.

Patient Experience and Service Quality

Although I do not provide clinical care, I play an important role in shaping the patient's experience. I oversee complaints management, confidentiality procedures, and access to services. By improving systems and workflows, I help reduce waiting times and ensure patients receive care in a respectful and organised environment.

Compliance and Financial Management

I am responsible for ensuring the practice meets regulatory and legal requirements, including data protection, health and safety standards, and professional governance. Financial sustainability is also a priority, as I must balance cost control with the need to invest in staff, technology, and patient services.

Skills and Professional Development

My role requires strong organisational, leadership, and communication skills, as well as the ability to adapt to ongoing changes in healthcare. I engage in continuous professional development to stay informed about policy updates, management best practices, and innovations in primary care.

Reflection

Being a Practice Business Manager in primary care is challenging but rewarding. My work supports both the clinical team and the wider community, ensuring the practice remains efficient, compliant, and patient-focused. I take pride in contributing to the delivery of safe, accessible, and high-quality primary care services.

Julie Lambe, Practice Business Manager

KIRKBURTON HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG)

Our Patient Participation Group (PPG) brings patients and the practice together to improve services and patient experience.

We have a membership of sixteen patients and four practice staff.

The Group meets three or four times a year to discuss the services on offer and how improvements can be made for the benefit of patients and the practice.



Our key achievements in 2025 include:

- Producing a quarterly Newsletter for the Practice. Our Newsletters feature in Community Newsletters Burton Bulletin and Shelley Magazine, showing our commitment to communicating with the wider patient population
- Producing seasonal health information materials, which are on display in the Practice waiting area
- Developing surveys to assess patient experience of the digital triage system

We welcome new members. If you would like more information, or to join the group, please visit:

<https://www.kirkburtonhealthcentre.nhs.uk/patient-participation-group>

PATIENTS WHO DID NOT ATTEND APPOINTMENTS – OCTOBER–DECEMBER 2025



	Total No. of Appointments	No. DNA	% DNA
OCTOBER	2189	233	10.64
NOVEMBER	1692	109	6.44
DECEMBER	1557	98	6.29

Patients who fail to attend their appointments and do not inform us, incur significant costs to the Practice and to other patients in terms of lost appointments. **If you do not need your appointment, or simply want to change it, please call 01484 602040.** Thank you for your co-operation.