

## Newbold Surgery Patient Participation Group

Meeting 16<sup>th</sup> February, 2012-02-21

Present were Heather Leigh, Practice Manager, Rachel Carrington, Deputy Manager, Sue Jenkinson, David Brown, Kathryn Evans, Dianne McCollum, Mavis Richards, Barrie Shelbourne, Stephanie Slone, Sue Wills, Trudy Allen.

Sue Jenkinson opened the meeting in the absence of the Chair and welcomed members. Members introduced themselves.

Apologies were received from Dr Martin Bradley, Peter Bestwick, Janet Birkin, Jenny Henry, Carmella Seville and Pauline Sissons. Sue asked that anyone not able to attend meetings to phone her (273185) or the practice.

The minutes of the previous meeting were agreed as accurate, and matters arising were dealt with later on the agenda.

Sue Jenkinson thanked Sue Wills for her help with the survey and the others who volunteered.

Sue Jenkinson gave a short talk about the Choose and Book system, how it works and what options are available to patients. Patients can choose the hospital they wish to be treated at, and book an appointment whilst they are in the surgery, or at home later by phone or on line.

Heather Leigh said that the practice would like to have a logo and suggested that local primary schools be invited to submit designs. Dianne McCollum and Sue Wills offered to contact Newbold Church School, Dunston Primary School and Highfield Hall Primary School, after meeting with Heather to discuss what was required.

The group then looked at the results of the Patients' Survey, which Heather had made in to pie charts. The overall result was that most patients are happy with the appointment system and know that they can book appointments in advance. The group looked at the comments about the waiting room, and Heather reported that changes were already being planned. Three panes of glass have been replaced with more to follow. Quotes were being obtained for new blinds, carpet tiles, lighting and chairs. The group discussed with Heather and Rachel the problems with the patient call system and Rachel agreed to look into the display, possibly lengthening the time names are displayed for, making the bleep more audible, and contacting the company if necessary. Sue offered to ask about systems

already in use in other surgeries with both audio and visual display, at a PCT meeting the next day. The placement of the chairs and children's area were discussed, and the group agreed it did not want a television, radio or muzak. Sue suggested reducing the opening into the waiting room to allow more privacy at the front desk, and Heather is to look into this. Any changes need to be affordable and practical. There is also the possibility of fund-raising towards this project. The waiting room lay-out is to be looked at during the next meeting.

Any Other Business.

Sue told the meeting that the next meeting of the PPG locality group, which some members attended at the B2net stadium, will be on the 13<sup>th</sup> March, venue to be confirmed, and that our group can send 2 members. Sue Wills agreed to go with Sue Jenkinson.

Heather asked for the demographics of the group to be recorded. Sue to do a form to be filled in.

Date and Time of next meeting – Thursday, 5<sup>th</sup> April, at 6.30pm. Please note that the next meeting is in April as we ran out of suitable dates in March.