

Minutes of the Newbold Surgery Patient Participation Group, Thursday, 18th October, 2012.

The meeting was opened by Peter Bestwick, Chairman and members introduced themselves. Present were Heather Leigh, Practice Manager, Helen Annett, Practice Secretary, Debbie Dyson, Nurse Manager, Sue Jenkinson, Secretary, Kathryn Evans, Dianne McCollum, Barrie Shelbourne, Pauline Sissons, Stephanie Slone, Susan Wills, Alan Wood, Susan Dodd, David Jackman, Sheila Hand, Sue and Bob Goodwin.

Apologies were received from David Brown (until March), Rachael Carrington, Dep. Manager, Trudy Allen, Mavis Richards, Dr Martin Bradley.

Matters arising from the last minutes.

We are still awaiting news on money for the new doors.

Dr S Barron is working on the new Practice logo, and when finished, a presentation is planned for the winning school children.

A cycle rack has been installed.

The Partners have agreed that the group can go ahead with a plaque to Dr Elmore and wording was agreed. Sue is to look into purchasing one. His wife will be invited to unveil it when the waiting room is complete.

The Patients' Survey (National) results do not tally with the ones from the PPG survey, which were much more favourable. There is a possibility that some patients surveyed as part of the national survey had not actually attended the surgery since changes have been made.

CQC survey by the Patients' group. Volunteers to come with availability for the first week in Dec. to the next meeting on 29th Nov. We are to look into purchasing artificial plants and a bubble tube for the waiting room.

Helen and Rachael are buying a clock for the waiting room wall, and the group agreed to pay for it.

Feedback from the CCG Locality meeting was given by Peter and Sue. Each practice has been allocated 3 nursing/residential homes, so that instead of each being visited by doctors from up to 7 different practices, residents will receive a fortnightly visit from one GP. They can however choose to remain with their own doctor who will go as necessary.

Following the rise in inappropriate visits to A&E at the Royal Hospital, at considerable cost to GP practices, a Dr from DHU, the out-of-hours provider, will be based at the Royal to take non A&E cases out-of-hours. This could be extended to include normal working hours, but not at present.

Feedback from the Health Panel meeting, attended by Sue. The main message is that patients should not see any difference when the CCGs take over next April. They are committed to patient-focused care.

Debbie Dyson thanked everyone for the successful flu day at 'The Hall on the Green', which raised £250 for the PPG.

She has had positive feedback. To avoid queues half an hour before the doors open, it was suggested that next year patients should be asked not to come until the opening time. It may be possible next time to open the fire door to allow a one-way system.

Barbara Wallace from the Cancer Drop-in Centre explained how it came to be set up with her daughter's encouragement before her death. Opening times are Mon. Tues. Thurs. Fri, 10.am to 4.pm. It is based above Dents in New Square, and offers a chance to talk, rest, have various therapies, for cancer patients and their families. It can also signpost to other services. The group agreed to give a donation and £25 is being sent towards a much-needed mini bus to take patients to Weston Park hospital. Many do not go for treatment because they cannot afford the daily cost of transport.

Heather asked if the group could hold an extra meeting in December and then revealed that the practice would like to put on refreshments as a 'thank-you' to the group for its work this year. This will be on Thursday 6th Dec. at 7.30pm.

Heather also repeated her invitation for members of the group to spend time 'behind-the-scenes' at the surgery.

Two items from the Suggestion box have been carried forward to the next meeting.

The next meeting is on Thurs, 29th Nov. at 6.30pm.