

**Newbold Surgery Patient Participation Group.**  
**Minutes of the meeting on 1<sup>st</sup> May 2014.**

The meeting was opened by the Chairman, Peter Bestwick, who welcomed everyone and the speaker, Pam Purdue. Present were Dr Martin Bradley, GP Partner, Rachael Carrington, Practice Manager, Jane Hardy, Patient Services manager, Helen Annett, Peter Bestwick, Chairman, Sue Jenkinson, Secretary, Steph. Slone, Treasurer, Pam Smith, David Jackman, Jenny Lindley, Carmela Seville, Barrie Shelbourne, Sheila Hand, Bob and Sue Goodwin, Kathryn Evans, Allan Wood, Pauline Sissons, Pam Purdue.

Apologies were received from Diane McCollum, Trudy Allen, Debbie Dyson and Charmaine Saunders. Please let me know, not the practice, if you are unable to come. Tel 273185. It is possible that when some people inform the practice and others tell me, that we could have a situation where there are not enough present to have a meeting but we don't find out until it is too late to cancel.

Pam Purdue is Head of Patient Experience at North Derbyshire Clinical Commissioning Group and came to speak to the group about 21<sup>st</sup> Century Health and Care.

She explained that the NHS is 65 years old, little has changed in the way it works and now change is vital to accommodate the growing population, especially older people. There are financial constraints as well. We all know that the same amount of money does not buy as much now as it did and in the NHS there are expensive new drugs and treatment which put a greater burden on the budget.

Health and Social Care has come together to 'wrap around' the patient, keeping the patient at home whenever possible. This is better for the patient and considerably cheaper than a hospital bed. Care Co-ordinators have been appointed, so that they can ensure everything needed by a patient is provided and GPs do not have to spend time on several phone calls to organise services. There are more Community Matrons, and Occupational Therapists, Physiotherapists, District Nurses, Social Services, Voluntary Organisations, with others as necessary, form the team to carry out patient-centred services.

As there is too much to go into here, if anyone reading this was not at the meeting and would like a copy of the full presentation, please let me know and I will try to get one to you.

Rachael gave the meeting details of the annual report she has to submit about our PPG. This includes what the practice and group do, how the survey is carried out and the results discussed with the group. Agreement to monitor appointments, the phone system and improvements made. Action plan to include reducing DNAs, website and text messaging. Also review computer system – use of on-line prescriptions etc. In the last year there have been improvements to waiting room, and clinical rooms. The report is published in the waiting room, on the website, and in the newsletter.

Jane gave a report on the success of the text message reminders over the past months. A considerable number of GP/ Nurse hours have been saved as a result. She will continue to monitor.

Steph. gave a report of fund-raising and expenditure up to the 1<sup>st</sup> April. Book sales in the waiting room continue to be popular and make us money. Up to 1<sup>st</sup> April we have £780.80 in our funds, some of which will go towards blood pressure monitors.

A.O.B. There is now a pulse oxymeter in every clinical room bought from PPG funds, and we are looking into buying more blood pressure machines for patients to use at home, as there is a wait to borrow the ones already in use. Jane is looking into having a leaflet stand for the waiting room.

The next meeting is on the 26<sup>th</sup> June, when we will be having a talk by Derbyshire Health United on the Out-of-Hours service and the 111 phone service. Please bring along anyone else who may be interested. The meeting after that will be on the 4<sup>th</sup> Sept. (August holiday break)