

Newbold Surgery Patient Participation Group Meeting 21st November 2013

Present were - Dr Martin Bradley, GP Partner, Rachael Carrington, Practice Manager, Jane Hardy, Patient Services Manager, Peter Bestwick, Chair, Sue Jenkinson, Secretary, Stephanie Slone, Treasurer, Barrie Shelbourne, Pauline Sissons, Kathryn Evans, Allan Wood, David Jackman, Sheila Hand, Sue and Bob Goodwin, Margaret Thompson, Kay Baker.

Apologies were received from Debbie Dyson, Helen Annett, Trudy Allen, Diane McCollum, Charmaine Saunders.

A reminder to everyone. If you are unable to attend PLEASE let me know! (273185) With the bad weather approaching we can then cancel meetings if there are insufficient people able to attend.

The meeting was opened by Peter Bestwick.

Rachael then spoke about the flu day, thanking the group on behalf of the practice for their help and the very welcome refreshments. There was a good patient attendance, better than last year. The group raised £274.65 on the day and a further £214.96 has been raised from sale of books and toys in the waiting room. Steph ordered and brought to the meeting a bubble tube for the waiting room, and we have to wait for this to be fastened to the wall. The current total of funds is £901.62.

The practice needs another pulse oximeter to measure patient oxygen levels and it was agreed that they could go ahead and order one.

Sue is to get a price for a wheelchair which will then become surgery property.

Rachael spoke about the Care Quality Commission Visit and report. The surgery has had a very good outcome, only missing one sheet of paper recording registration dates of doctors and nurses, although the actual registrations were there! This was quickly remedied.

Rachael asked for help with a campaign to reduce the number of patients who do not attend their appointments. Many hours of GP and nurse time are wasted every month, and they are looking into sending reminders by text message. Sue is to update the PPG board in the waiting room, including this and also to look into letters sent to patients by other practices about inappropriate A&E visits.

Rachael is deciding on the new patient survey so the next meeting on 19th Dec will be to discuss the questions followed by a Christmas Buffet.

Dr Bradley explained that patients aged 70 and 79 were offered the shingles vaccine. It is not as effective in patients over 80 and the shortage of vaccine means that each year the

same ages will be called until the system catches up, i.e. patients 78 now will get the vaccine next year when they are 79.

Peter and Sue asked if anyone would like to take over their roles as Chairman and Secretary but in the absence of any volunteers, both agreed to carry on.

Date and time of next meeting – 19th December, 6.30pm, survey and Christmas buffet.

Please let me know if you are unable to come so that we know how many to cater for. I will not be available from 7th to 14th Dec but you can leave me a message on my phone or email.