

## **NEWBOLD SURGERY PATIENT PARTICIPATION GROUP (PPG)**

### **MINUTES OF THE MEETING HELD ON**

**THURSDAY 15<sup>TH</sup> DECEMBER 2011**

Present: Heather Leigh (Practice Manager), Dr Martin Bradley (GP Partner), Peter Bestwick, Sue Jenkinson, Steph Slone, Pauline Sissons, Kathryn Evans, Jenny Henry, Charmaine Saunders, Carmela Seville, Mavis Richards, Ruth White (Practice AdminTeam)

Apologies: David Brown, Barrie Shelbourne.

#### 9. Welcome.

The group was welcomed by Mrs Heather Leigh. Each person present introduced themselves to the group.

#### 10. Group Officers.

A discussion was held regarding the appointment of the Group Officers. Mr Peter Bestwick was appointed as Chairperson with Ms Sue Jenkinson appointed as Secretary and Treasurer. It was agreed that the posts be held for 6 months.

#### 11. Feedback – a day in surgery.

Mr Peter Bestwick was invited to spend a day observing the working day at Newbold Surgery and to report his findings to the PPG. Mr Bestwick reported having a very informative day behind the scenes spending time with the Secretaries, Reception staff and with staff in the upstairs administration office. Mr Bestwick highlighted that staff at the surgery are very busy, polite and have a strong team ethic. He reported being surprised regarding the volume of telephone calls that are received especially at the beginning of the day, and how many staff members are engaged in dealing with them. He reported that the Secretaries have a very high volume of work and that those on Reception not only meet and greet patients but also generate the many prescription requests in readiness for doctor's signatures after morning surgery. Mr Bestwick stated that this had been a very informative day and that the patients of Newbold Surgery are served well by a dedicated team who not only enjoy their jobs but are also conscientious and hard working..

Mrs Leigh thanked Mr Bestwick for his report and his positive comments regarding Newbold Surgery.

#### 12. Feedback from Group work.

A discussion took place around the theme 'What can the Surgery do better?' to ascertain areas that would benefit from a PPG investigation. An examination of the issues raised at the last meeting regarding improvements to the Surgery and services offered by the Surgery, resulted in the Group highlighting the current appointment system and communication as areas that a PPG investigation, involving a patient survey, could result in improvements to the Surgery's current systems.

Mrs Leigh and Dr Bradley explained to the Group how the current appointment system evolved and how the Surgery's patients are able to access appointments for Doctors, nurses and other services offered by the Surgery. Some members of the Group reported being unaware of the details of the appointment system whereupon Mrs Leigh agreed to produce written details regarding the appointment system, to be sent to each group member, to enable the PPG to pin-point a specific area that would benefit from their attention.

Issues regarding how the Surgery communicates with patients were discussed. PPG members suggested better use of the Resource Corner and notice boards along with putting useful information on the bottom of prescriptions and the installation of a TV screen to relay health and Surgery information as ways to improve communication with patients.

Members of the PPG praised the Surgery team for the informative Newsletter and the Surgery website.

A discussion took place regarding the type of survey the PPG would undertake. It was agreed that members of the PPG would conduct a face-to-face survey of patients attending the Surgery over 1 week (the date of which to be agreed upon).

It was agreed that Sue Jenkinson draft, and circulate to the PPG members, proposed survey questions. These questions to be discussed at the next meeting.

#### 13. PPG name.

The group agreed that Newbold Surgery Patient Participation Group remain the official name of the Group.

#### 14. Service Provision - Yoga.

Dr Bradley informed the Group of the proposed 'free of charge' Yoga classes that the Surgery is hoping to provide for patients on Tuesday and Wednesday evenings. These sessions are to be run by a qualified teacher and to be held at the Surgery in the waiting room. The members of the PPG were in favour of the proposed Yoga groups however, issues regarding the current state of the décor in the waiting room and the poor state of the window blinds were raised. Mrs Leigh informed the Group that the Surgery is establishing a 'rolling programme' regarding décor and that replacement window blinds are currently being investigated.

#### 15. PPG Event January 2012

Mrs Leigh reminded the members of the PPG about the forthcoming Networking Event being held at the B2Net Stadium on 11<sup>th</sup> January 2012. It was agreed that the names of those members who are interested in attending be given to Sue Jenkinson after the meeting.

16. Practice News.

Mrs Leigh informed the Group that the Surgery has 2 new GP Registrars - Dr Ify Gbandi and Dr Sree Nookala who began in December and will be with us for 4 months.

17. Any Other Business.

a) The Group requested that clearer notices be placed around the Surgery and attached to the Surgery door regarding forthcoming QUEST events.

b) The hand wash gel by the front door is problematic. Suggestions were made that further gel dispensers be placed by the 'touch screen' and on reception.

c) The buns brought to the last meeting were very much appreciated.

d) A jug of water and disposable beakers be made available for the next meeting.

17. Date for the next meeting.

Thursday 12<sup>th</sup> January 2012 6.30-8pm in the Surgery Waiting Room.