



Newbold Surgery Patient Participation Group



Hello Everyone,

At last, we were able to get together. The waiting room was sanitised for us, we were able to sit 2 metres apart and remove masks if we were happy to do so.

Newbold Surgery Patient Participation Group Minutes of the meeting, 14th October 2021.

The meeting was opened by Rachael Carrington who welcomed everyone back.

Present were Robert and Marilyn Hay, Judy and Barrie Shelbourne, Trudy Allen, David Jackman, Alan Wood, Sue Jenkinson (secretary) and Rachael Carrington (Practice Manager).

Apologies were received from Bob and Sue Goodwin.

Sheila and Derek Hand have resigned for health reasons, we will miss their cheerful smiles and help on the cake stalls. Members expressed their sadness at the death of Kathryn Evans, our Treasurer.

It was agreed that Rachael, Tracey (Rachael's PA), and Sue should continue the Treasurer's role.

It was an informal meeting and Rachael spoke and answered questions about life in the practice under Covid regulations, and the current situation. Here are the main points:

It has been and continues to be a very stressful situation. The staff have worked long and hard to keep things running as near to normal as possible. Rachael was working 7-day weeks to keep on top of mountains of emails with changes often on a daily basis. Reception Staff were subject to upsetting abuse from some patients when they were doing their utmost to keep on top of the situation and be as helpful as they could under the restrictions. They have been suffering mental and physical stress as a result but have continued to come to work and do their best for patients. PLEASE pass on to anyone you know that Newbold Surgery has been doing face-to-face appointments throughout when it is clinically necessary to see a doctor. It has never stopped. For many people a telephone consultation is actually better as they do not need to leave their home and it reduces the Covid risk to them and the Surgery, but if you really need to see a doctor face to face you can. Adverse TV coverage (no or hardly any face-to-face appointments) is not helping the situation. The surgery cannot do any more.



Now that the pharmacy is joined to the surgery waiting room, there have been problems with patients queuing not keeping to the 2metre rule, mask wearing and exceeding the number allowed in that area. The practice hopes that soon they will be able to open up more of the waiting room. This is worrying for patients waiting to be seen.

The practice is often governed by government and NHS guidance and cannot always choose how they allocate appointments to cater for patient needs. PPG appointment audits help with this when any justification is needed.

The number of hours allowed for later evening surgeries is calculated by the number of patients on the practice list. Evening surgeries may change to different evenings to allow greater patient choice.

There are still some problems obtaining sample pots and blood test vials.

The plaque in memory of Dr Elmore is to be returned to the waiting entrance area.

Covid - the booster jab for Covid is administered no less than 182 days after the second jab. Where possible a week should be allowed between the flu jab and covid jab although some have been given together if clinically appropriate.

PPG FUNDS. There was previously £1433.99 in the funds. Two new high seat chairs for the waiting room have been purchased as well as a doppler (detects and measures pulses), at a cost of £603.77. This left a balance of £829.92. A Sphyg (measures blood pressure by hand) has now been purchased at £49.82. Leaving a balance of £780.10. Whilst the practice will always purchase essential equipment for the services they provide, these additional items supplement practice stock and often mean staff can test and treat patients even sooner. I have asked Rachael if there is anything else they need, as we should look to reducing the funds to £500 maximum for insurance purposes.

The group agreed that the next meeting should be in January 2022 when we hope to go back to our usual pattern of meeting on the third Thursday of alternate months.

Next meetings: Thursday 20th January 2022 6.30pm
 Thursday 17th March 2022 6.30pm

As we have lost some members this year, it would be lovely to meet some of our Virtual (Email) group at our meetings. Please come along if/when you can. My contact number is. 07821003116.

My best wishes to you all and hopefully a better 2022
Best wishes,
Sue
PPG Secretary