

NEWBOLD SURGERY PATIENT PARTICIPATION GROUP (PPG)

MINUTES OF THE MEETING HELD ON

THURSDAY 12TH JANUARY 2012

Present: Heather Leigh (Practice Manager), Dr Martin Bradley (GP Partner), Peter Bestwick, Sue Jenkinson, David Brown, Kathryn Evans, Steph. Slone, Sue Wills, Jenny Henry, Barrie Shelbourne, Carmella Seville, Charmaine Saunders, Dianne McCollum, Pauline Sissons, Sarah Nichol, Janet Birkin, Rachel Carrington, Deputy Manager, Ruth White, Practice Admin.Team.

Meeting on 15th Dec. Apologies were received from Sarah Nichol and Dianne McCollum. Meeting 12th Jan. apologies from Mrs Mavis Richards and Trudy Allen.

The meeting was opened by Peter Bestwick, Chair, who welcomed new members, and members introduced themselves.

Jenny Henry, a former NHS Occupational Therapist asked to speak to the group about the importance of the waiting room. She gave everyone a list of suggestions which was well received. These included seating, decor, displays, leaflets, notices, lighting, infection control and staff working environment.

Members of the group asked about balancing money spent on the waiting room with that needed for health care, the possibility of a water dispenser, and disabled toilet signs.

Jenny stressed the importance of the waiting room to patients, in helping their feeling of well-being, reducing stress, and is to look at preparing another survey for the staff to consider improvements.

Heather thanked Jenny for her help.

Rachel Carrington, Deputy Manager, explained about the appointment system, how many appointments are normally available, according to the number of doctors present, and how the ratio of pre-booked and 'on the day'

appointments is balanced. She also explained that staff do not ask patients for medical details when they ring, (unless it is a medical emergency), as they are not medically qualified.

The group looked again at the appointment survey and it was changed so that it tells readers that there are 5 staff answering phones at 8am each day. A question about changing things in the waiting room was included, and several members offered to come into the waiting room in the next week to give out and collect surveys.

Rachel was thanked by the members.

Peter Bestwick spoke about the meeting held the previous evening at the B2Net stadium for members of PPGs. The plans for PPG members to send representatives to stakeholder forums and on to the Board of the Clinical Commissioning Group are still being formulated and it was felt that PPG members were listened to with their request for greater representation.

It was stressed to the group by Dr Martin Bradley and Sue Jenkinson that they are not being pushed into doing things that they are either not ready or unwilling to do.

Ruth White was thanked for explaining about surveys and taking the minutes.

The next meeting will be on Thursday, 16th February, 2012, at 6.30pm.

