

Minutes of the Patients Participation Group meeting 16-04-2015

Newbold Surgery Patients Participation Group

Minutes of the meeting 16 April 2015

Present:- Rachael Carrington, Jane Hardy and Rob Barron, from the practice Sue Jenkinson, Peter Bestwick and Steph Slone, from the committee Kay Baker, Pauline Sissons, Sheila Hand, Barrie Shelbourne, Judy Shelbourne, David Jackman, Marilyn Hay, Robert Hay, Rob Armstrong, Sue Goodwin and Bob Goodwin.

Apologies:- Kathryn Evans and Charmaine Saunders.

The meeting was opened by the chairman Peter Bestwick who introduced the speaker for this meeting Jane Birch from Healthwatch Derbyshire.

Jane Birch introduced herself and explained about Healthwatch Derbyshire, which is a small independent 'consumer champion' group set up on 1 April 2013 as a result of the Health and Social Care Act of 2012. Its aim is to inform Service Providers of public opinion about their service and to collate both good and not so good experiences and challenge any shortcomings in such services. Jane supplied information packs for the people present. Some concerns were raised about using the term 'consumers' in the literature and also the present lack of literature for the visually impaired. Also of concern was what powers this group had but Jane explained that if required matters could be escalated to the CCG. The chairman thanked Jane for her enlightening input.

Minutes of the last meeting:- The bookcases supplied by a kind member were thought to unsuitable in that they would not have freed up much space in the waiting area, they were donated to Ashgate Hospice so have done some good.

Year end review and action plan:- Rachael Carrington presented last years action plan and requested ideas for this years for the next meeting.

The key areas were:- **1-** reducing DNA's (Did not attend), **2-** monitoring of the appointments system and **3-** research into a new telephone system.

Rachael explained that the number of DNA's had fallen, and that the present system of texting patients the day before would continue, after a lively discussion it was agreed that this was a good result and we hoped the trend would continue downwards. The appointments system is under constant review as the number of people using 'online booking' was increasing so the proportions of appointments released was being tailored to the needs of the patients. Even though the practice had been unable to secure grants towards the new telephone system patients said they would prefer (in a survey carried out by this group) the Partners have decided to fund it themselves and so it should be in place in the near future.

Rachael then went on to explain about other matters, the bubble tube has not been repaired because of difficulty in locating a new transformer, the group discussed replacing it but this was left in abeyance whilst Rachael checked again with the electrician. The bookcase, it was thought that more space may be reclaimed by the installation of shelves rather than another piece of furniture, this is now being explored. The leaflet rack is still ongoing as a suitable one has been seen in another practice and enquiries are now being made as to where that was purchased. The new Phlebotomy Chair had been purchased and Steph Slone told the group that after that purchase (the group donated £500 towards the cost) there was still £977.18 in the groups budget.

From the suggestion box:- Cloak hooks in the consulting rooms. The newsletter available in large print and to possibly include basic recipes and health tips, these will be investigated but if a large print newsletter is required the surgery staff will print one out for people requesting one at the reception desk.

Dates of next meetings:- Thursday 11 June 2015 at 6.30pm
Thursday 10 September 2015 at 6.30pm.

The chairman closed the meeting thanking everyone for their attendance.