

Newbold Surgery Patient Participation Group

Minutes of the meeting 19th September, 2013

Present were Rachael Carrington, Practice Manager, Jane Hardy, Patient Services Manager, Dr Martin Bradley, GP Partner, Peter Bestwick, Chairman, , Stephanie Slone, Treasurer, Kathryn Evans, David Jackman, Pauline Sissons, Sheila Hand, Barrie Shelbourne, Margaret Thompson, Kay Baker, Kath Henderson, Senior Clinical Advisor CCG

Apologies were received from Susan Jenkinson, Secretary, Helen Annett, Bob and Sue Goodwin, Debbie Dyson.

The meeting was opened by Peter Bestwick who asked for everyone to introduce themselves due to there being new members in attendance.

Minutes from last meeting:

Arms still not fitted to chairs in waiting room, Rachael Carrington explained that the wrong arms had been sent for the chairs. Option would be to swap them with the black chairs in the consultation rooms.

Peter Bestwick asked Jane Hardy how she was settling into the new role, Jane confirmed she was getting on fine and everything seemed to be progressing nicely. Barrie Shelbourne, who was not present at the last meeting asked about the role changes. Rachael explained her new role and Jane's role to the group.

No other matters arising from last meetings minutes.

Kath Henderson introduced herself and the role she is involved in within the community nursing team, she was reviewing staffing levels and their workload. She joined us to try and gain patients perspective and their experiences, what they did well and what could be done better.

Flu campaign

Rachael Carrington explained to the new members all the details of the flu campaign and confirmed the new date. Some members explained last year they did not see any of the stalls or visitors. Rachael confirmed this year will have a better room layout. Rachael had a message from Sue Jenkinson:

Bob and Sue Goodwin to do the Teas/Coffees.

Can someone bake some cakes and man the book/soft toy stall.

Peter Bestwick and Pauline Sissons volunteered to do the stall.

Barrie Shelbourne will come 1st thing to help set up and bring some cakes and will stay till 10.00am.

Sheila Hand and her husband will come at 10.00 to man the cake stall and also bring some cakes.

Peter Bestwick concerned to whether we have enough plates and cups etc, Rachael to discuss with Sue but seem to think we will have enough left. Peter Bestwick asked if community transport will be attending and Rachael confirmed which visitors will be present this year. Sheila hand queried to whether it would be possible to have a communal wheelchair available, Rachael to check.

Online Booking and prescription ordering service

Martin Bradley discussed to the group our thought processes behind this system and how we see it working within our practice. He asked for input from the Group as to their thoughts and concerns regarding this new system. No one seemed unduly concerned the only issue some of the group had was would there be less appointments in the morning when trying to get through to the surgery. Martin Bradley explained this may alleviate the amount of calls into surgery hence making it easier to get an appointment. Barrie Shelbourne asked how we would publicise the new system and this would probably be done via the newsletter, text messages, message on prescriptions and general advertising in the surgery.

Care date

Rachael Carrington explained the care data leaflet from NHS England to the group, Peter Bestwick compared it to the Summary Care Record, Rachael explained it is different to that and NHS England say we are not obliged to get consent from our patients to this happening. The Surgery has an obligation to inform our patients and we will advertise this within the surgery by displaying a poster and adding it to the screen in the waiting room. Stephanie Sloan asked Martin Bradley his thoughts on it and although we can see the obvious benefits from research groups gaining this information, patients need to review the website to make an informed decision as to whether they may decide to opt out. Barry Shelbourne asked if they would be able to see all medical records and Martin stated they would not and went on to explain about "ReadCodes". Stephanie Sloan asked if we could hand out leaflets on Flu day, however the practice has limited supplies therefore will be advertising to patients in other ways.

Peter closed the meeting by saying it was nice to see new members. The date and time of the next meeting is **6.30pm on Thursday. 7th November 2013.**