

Newbold Surgery Patients Participation Group  
Minutes of the meeting Thursday 27<sup>th</sup> July 2017

**Persons present:-** Dr. R Barron, Jane Hardy, Debbie Dyson, Peter Bestwick, Marilyn and Robert Hay, Alan Wood, David Jackman, Kathryn Evans, Sheila and Derek Hand and Sue and Bob Goodwin.

**Apologies:-** Rachael Carrington, Sue Jenkinson and Pauline Sissons.

**Welcome and Introductions:-** The chairman Peter Bestwick opened the meeting and introduced Louise Swain, Head of Patient Engagement & Experience North Derbyshire CCG, Jane Hardy, Patient Services Manager and Debbie Dyson, Nurse Manager.

**Presentation:-** Louise Swain came to explain about a Public Consultation 'Better health starts at home' which is about proposed changes to prescribing of medicines in Derbyshire. She explained that like many parts of our NHS the prescriptions were allowed a finite sum of money and one of the ways to ensure that people can be given prescription only medicines, was to stop prescriptions for many over the counter medicines for short term minor conditions that can be bought from supermarkets or pharmacies. One of the drugs mentioned was paracetamol, which people can only buy in small quantities, but it was explained that if people had a long term problem and needed drugs like paracetamol that they could still be prescribed.

The consultation includes a lot more detail and a questionnaire and can be accessed online at [www.surveymonkey.co.uk/r/betterhealthderbys](http://www.surveymonkey.co.uk/r/betterhealthderbys) or if you would like to request the consultation booklet you can email [enquiries@northderbyshireccg.nhs.uk](mailto:enquiries@northderbyshireccg.nhs.uk) or telephone **01246 514 176**.

**Minutes of the last meeting:-** Alan Wood asked if any progress had been made on the repair or replacement of the ear syringing machine as he was still awaiting an appointment at the hospital after a long time. Dr. Barron explained that at the present time it was unsure whether ear syringing would be offered at the surgery as it had become too routine to be continued, but that the CCG were looking at possibly including it in a basket of services which may be provided by them. Debbie Dyson said that she had obtained information on ear care from Rotherham Ear Centre and once cleared, a dose of medical olive oil **applied once a week regularly** would in most cases keep ears clear and working properly. Jane agreed to include this information on the next newsletter.

**Practice matters and flu day:-** Debbie informed the group that Flu day for the 65+ would be on Wednesday 27<sup>th</sup>. September 2017 between 8.30am and 1pm at the Hall on the Green and the under 65 moved from Saturday to two Thursday evenings between 4pm and 7.30pm to accommodate more people. After last year Debbie was asked if the people who had late appointments last year could be give early ones as they did not have a good choice of cakes and books at the later times. The group agreed that we would support Macmillan Coffee Morning again and Sue agreed to contact them for their display materials. Debbie was still to contact the Fire and |Police to see if they would attend. Kathryn agreed to contact someone from the Alzheimer Society to offer them a display opportunity. It was agreed to run a Tombola stall and Peter volunteered himself and Pauline to run it. **IT WAS ASKED THAT IF ANYONE HAS ANY UNWANTED GIFTS OR BOTTLES TO USE AS PRIZES COULD THEY PLEASE BRING THEM TO THE SURGERY FOR THE NEXT MEETING ON THE 7<sup>TH</sup> SEPTEMBER,** then we can see whether we need to buy any other prizes.

**Any other business:-** Peter explained that he and Sue Jenkinson represented the group on other groups and that due to Sue being unwell, he was presenting the feedback this time, the meeting wished Sue a speedy recovery.

Other practices were asked about DNA s (do not attends) and how they dealt with them, some would like to charge for missed appointments, but were not allowed others suggested that three DNA s would lead to expulsion but that would only transfer the problem to other practices.

The CCG were looking at the possibility of two sites in Derbyshire run by GP's to provide 1830 onward appointments, Dr. Barron explained that this was looking to move towards 8am to 8pm opening, but this decision was still a long way off.

Practices were asked about their ability to deal with non-English speaking patients and our practice has procedures in place to deal with this if it is necessary, and Dr. Barron explained that we rarely needed this but other practices had a greater problem.

**Date of next meeting :-** Thursday 7<sup>th</sup>. September 2017