

NEWBOLD SURGERY PATIENT PARTICIPATION GROUP.

MINUTES OF THE MEETING ON 28<sup>TH</sup> JUNE 2012.

Present at the meeting were Heather Leigh, Practice Manager, Rachael Carrington, Dep. Manager, Helen Annett, Practice admin., Dr Martin Bradley, GP Partner, Peter Bestwick, Chair, Sue Jenkinson, Sec., David Brown, Kathryn Evans, Carmela Seville, Barrie Shelbourne, Pauline Sissons, Laura Newbould-Jones. Apologies were received from Janet Birkin, Dianne McCollum, Mavis Richards, Charmaine Saunders, Sue Wills, Stephanie Slone, Alan Wood.

If you are unable to attend a meeting, please ring Sue on 273185.

The meeting was opened by Peter Bestwick and introductions made.

Matters arising from the minutes of the previous meeting.

Heather is looking into the possibility of new doors for the surgery, to make disabled and pushchair access easier. The new screen has been welcomed by most patients and we are to look at different ways of arranging the seats, especially when the new chairs arrive.

At the last meeting, Debbie Dyson, Nurse Manager consulted the group about helping with the 'flu days'. Rachael explained that it is hoped to use the 'Hall on the Green' in September, so the group agreed to meet on Thursday 26<sup>th</sup> July and on 6<sup>th</sup> September to make arrangements about what we can do. This could be refreshments and fund-raising. Please try to attend these meetings.

It was decided to extend the logo competition to more local schools, so this may not be until September.

Rachael gave a further explanation to the group about the Summary Care Record following a high number returned across all practices.

Comments in the Suggestion Box. Heather will look at the possibility of a cycle rack, and Rachael will ask staff answering telephones to be as clear as possible when bookable appointments have been taken and only medically urgent patients can be seen as extras.

Rachael also said that she would look into including such messages into the crawler system which goes across the bottom of the screen.

Heather asked that thanks be minuted to Sue, Steph. and Peter for their management of the cake and book stall. It is hoped to do another one as soon as possible.

Sue spoke to the group about the difficult decisions to be made for 21<sup>st</sup> Century healthcare, to cope with the rising numbers of older people, cost of treatments and state of many

buildings. The present system does not always care for people in the best way, and the hope is that as Health and Social Care work closer together, and with new technology, it will be possible that more patients can remain in their own homes instead of being admitted to hospital.

At the end of the meeting the chairs were arranged around the edge of the room as a trial.

DATES OF NEXT MEETINGS – 26<sup>th</sup> July and 6<sup>th</sup> September.