

## Newbold Surgery Patient Participation Group

Minutes of the meeting 11<sup>th</sup> June 2015

Present were Rachael Carrington, Practice Manager, Peter Bestwick, Chairman, Sue Jenkinson, Secretary, Stephanie Slone, Treasurer, David Jackman, Kathryn Evans, Barrie Shelbourne, Judy Shelbourne, Kay Baker, Pauline Sissons, Sheila Hand and Trudy Allen.

Apologies were received from Robert Goodwin, Sue Goodwin, Alan Wood, Robert Hay and Marilyn Hay.

The meeting was opened by Peter Bestwick. Introductions were made and apologies given.

### **Chesterfield Tinnitus Group**

A warm welcome was given to our speakers, Muriel Lascelles, Audrey Carlin and Joanna Gordon from the Chesterfield Tinnitus Group.

Both Audrey and Muriel are Tinnitus sufferers and Audrey is a founder member who set up the group in 1986. Joanna works as a co-ordinator for the group who have bi-monthly meetings and also deliver workshops for sufferers and their family. The Chesterfield group is the only one in the country to offer these workshops which cover a wide range of topics such as causes, group insight, promoting support services etc. Muriel and Joanna went on to explain that having Tinnitus can lead to other medical conditions such as weight loss, anxiety, stress and depression. Leaflets are available and their help line 01246 380415 is available from 8.30am to 4.30pm

Muriel went on to give a talk about her personal experience of the group. She talked of how when she was diagnosed she found their support invaluable. She initially felt isolated and angry as there was no cure for the condition and she was expected to just get on with life. At the group, she met with like-minded individuals in a relaxed and informal atmosphere and received understanding of her concerns and symptoms. She was taught techniques that could help her to live with the condition and learned how to manage it. Muriel now helps others to come to terms with their condition and could not praise the group enough.

## **Flu Campaign 2015**

Rachael thanked the group for all their help last year. Again this year we are planning more of a social event for patients. Fund Raising was discussed and the group were asked to put forward any suitable charity which was close to their hearts for a possible donation. If a number of charities are suggested the group will vote at the next meeting.

The suggested dates for this year's flu clinic event are Wednesday 30<sup>th</sup> September or Wednesday 7<sup>th</sup> October dependant on the delivery of the vaccines. Confirmation of delivery is expected in August.

## **PPG Funds Update**

Our Treasurer Stephanie Slone gave the group an annual update on PPG funds. A statement was provided to members showing all income and expenditure for the previous year. At present we have £886 in the account and the group informed Rachael that they would like to donate £500 towards our new ECG machine.

## **Telephone System Update**

We await one further quote for a new system before deciding on a provider. We have taken on board the suggestions of all who participated in the user audit and the practice hopes to have the new system in place by the end of September which caters for the needs of all users.

## **2015/2016 Key Priorities**

The group would like to continue our DNA campaign this year and would also like to make further suggestions regarding building upgrades. It was suggested by patients that the windows and façade of the building were looking very tired and Rachael agreed to make this a priority area.

Rachael asked the group to consider any other areas or improvements the practice could make and bring ideas to the next meeting.

## **CQC (Care Quality Commission) Survey**

In the past the group has very kindly helped with surveys to gain patient opinion. They agreed to canvas patients in the waiting room regarding their opinions on the practice and the care they receive to help identify areas where the practice could improve. Rachael explained that patient feedback was essential to the practice; she explained that we were likely to have a further CQC visit this year and the groups help was invaluable as patients often feel more comfortable talking to other patients rather than members of staff.

### **Update on PPG Network Meeting**

Sue gave a brief update on the PPG network meeting discussing the Clinical Commissioning Referral Policies (previously known as the Procedures of Clinical Value) around cosmetic procedures etc.

A discussion was held around the need for Wifi in the waiting room and the group agreed that it should not be encouraged due to noise pollution from games and the fact that it may encourage mobile use which is not allowed at present.

### **A.O.B**

- There was one suggestion in the Suggestion Box. A patient suggested that a basket to collect prescriptions underneath the letter box would be useful to save staff developing lower back problems bending down to pick them up – sadly this is not possible as there is no mechanism available to attach a basket to the metal door.
- A BIG thank you was given to Bob Goodwin for fitting the new book shelves in the waiting room. Jane had also organised the fitting of the leaflet rack and all who attended commented on how much tidier the waiting room looked as a result of the new additions.
- The group asked Rachael to thank the admin staff on their behalf for their help fundraising with the sale of books and toys.
- The purchase of a new bubble tube was agreed and Stephanie Slone was happy to order this on behalf of the group.

Peter closed the meeting.

It was agreed that the date and time of the next meeting would be at 6.30pm on Thursday 10<sup>th</sup> September as the group does not wish to meet during the holiday period.

### **PLEASE NOTE:**

**THERE HAS BEEN A CHANGE OF DATE FOR THE NEXT MEETING WHICH WILL NOW BE HELD AT**

**6.30PM ON THUSRDAY 17<sup>TH</sup> SEPTEMBER '15**