

Newbold Surgery Patient Participation Group

Minutes of the meeting 16th January 2014

Present were Rachael Carrington, Practice Manager, Dr Upendra Bhatia, GP Partner, Peter Bestwick, Chairman, Sue Jenkinson, Secretary, Kathryn Evans, Charmaine Saunders, Stephanie Slone, Treasurer, Alan Wood, David Jackman, Robert Goodwin, Sue Goodwin, Dianne McCollum, Pauline Sissons, Carmela Seville, Trudy Allen, Sheila Hand, Alan Fearn and Gary Aspley.

Apologies were received from Margaret Thompson, Kay Baker, Barrie Shelbourne, Jenny Henry and Helen Annett.

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

Dr Bhatia introduced himself to the group and explained that in addition to his work at Newbold as a GP partner, he is also working closely with the CCG looking at the future of Primary Care and services in the area. He invited the group to give suggestions on areas where savings could be made whilst still providing the best services possible.

Group members were asked to think about areas they thought the biggest changes were needed and to consider priority areas for the whole health economy. It was explained that the CCG need to make £9million in savings in the next year. Members agreed to think about it and feedback further ideas at the next meeting.

Suggestions made were:

- Better information for patients on access to services
- Abuse of services such as ambulances being used as a free taxi services and District Nurses being used by patients who could get up to surgery but choose not to
- Walk in clinics
- Better advertising of 111 and Out of Hours and Pharmacy advice services

Gary Aspley joined the group introducing himself and explaining his role working with the CCG Board as member responsible for Patient and Public Involvement. Gary is a regular patient who like our members, is passionate about the NHS. He discussed the constant changes he has seen and the fact that there are more to come. He was frustrated that the only press regarding health services which gets published is negative and reports on patients who have had an issue. We discussed how to promote primary care in a positive way highlighting to patients the good news stories too. These are very challenging times and we need to look at where and how we can steer services forward.

Rachael informed members of the questions which had been set for this year's PPG questionnaire. All of the suggestions from the group at last month's meeting had been included and volunteers gave dates of their availability to come in to surgery to canvas patients' opinions.

Sue brought in the surgery wheelchair which the group has kindly paid for using PPG funds. (Only 5 days later, the wheelchair got its first use taking a patient to a 999 ambulance!) Thank you everyone.

There was nothing in the Suggestion Box.

Peter closed the meeting. The date and time of the next meeting is 6.30pm on Thursday 27th February.