

Newbold Surgery Patient Participation Group

Meeting 29th Nov. 2012

Present were Heather Leigh, Practice manager, Rachael Carrington, Dep. Manager, Helen Annett, Practice secretary, Peter Bestwick, Chairman, Sue Jenkinson, Secretary, Kathryn Evans, Dianne McCollum, Barrie Shelbourne, Pauline Sissons, Stephanie Slone, Alan Wood, David Jackman, Sheila Hand, Sue Goodwin, Bob Goodwin.

Apologies were received from Dr Bradley, Sue Wills, Trudy Allen and Susan Dodd.

PLEASE let Sue know if you are unable to attend!! (273185)

Rachael has asked me to include the following message in addition to this month's minutes.

The Surgery would like to politely remind all members that the PPG meetings are not to be used as a forum to air personal grievances. Patients who have a specific problem should contact the surgery independently and we will address their concerns in an appropriate manner.

Anyone wishing to raise a suitable group topic should contact Sue prior to the meeting and this will then be added to the agenda and discussed in turn with other agenda items.

The meeting was opened by Peter Bestwick, Chairman and the minutes of the last meeting were agreed as a true record.

Heather Leigh gave an update on the automatic door, which can now go ahead as the practice has received a grant from the PCT for £11, 500 for that and some work on consulting rooms. The door will cost £7,500.

The practice is in need of a new defibrillator and the group agreed to give £200 from funds towards it. Helen and Rachael have purchased a large clock for the waiting room wall, at a cost of £40 and the group is to pay for that. The group is to look into buying a bubble tube and artificial plant at the next meeting, subject to infection control clearance.

A question was asked about disabled access to the front desk, and Heather told the meeting that the desk round the corner had been modified to permit wheelchair use and complied with disabled access audit. A sign may be put up to direct users to that desk.

It was also raised about prescriptions being collected by pharmacies and names, addresses and ages being read out whilst patients were waiting in the queue. It was suggested that this could be done at the desk round the corner.

From the Suggestion box.

Room numbers to be put next to Drs names on direction boards.

25% of appointments are already pre-bookable and it is not practical to allocate any more.

It is not possible to pre-label specimen pots as they are often given out at the front desk and need to have date, time etc. on them. A labelling system is being looked at by the Royal Hospital, but it will be expensive for practices.

Notices about Disabled parking bays are to be added to the crawler message on the waiting room screen and in the next newsletter.

Sue J. gave details of a patient experience meeting she had been to where, through role play, the participants were able to contribute to how patients are greeted, talked to and involved with their treatment, both in the GP surgery and in a hospital consulting room.

The Derbyshire Times has been asked to cover the logo presentation on the 6th, but we are awaiting confirmation that the children involved are actually coming!

The CQC survey will be carried out from Monday, 3rd Dec. and thank-you to all who have offered to help.

The group will be meeting informally on the 6th Dec, at 7.00pm for the presentation and a 'thank-you' from the practice.

Dates of the next meetings – Thursday, 17th January, and Thursday, 21st February.

If you are in doubt about the meetings due to bad weather, please ring Sue on 273185.