



# Newbold Surgery Patient Participation Group



**Minutes of the Meeting**  
**Thursday 23<sup>rd</sup> May 2024**

**In Attendance:**

Rachael Carrington (Practice Manager), Dr Robert Barron (GP Partner), Robert and Marilyn Hay, Sue and Bob Goodwin, Annie Wilkinson, Trudy Allen, Paul Hetherington

**Apologies received:**

Fran Corrie and David Corrie, Sue Deakin, Philip Elliot

**Members Update**

This month we welcomed a new member to the group. Richard Peet joined us for the first time and we hope he felt welcome and will join us again in July. Welcome to the group Richard and thank you for giving up your valuable time to contribute to our happy little group.

**Practice Update**  
**Staff Changes**

Following our successful recruitment for an Advanced Clinical Practitioner Angie Massey began working at the practice in April 2024. Angie will work in a similar capacity to our GP's seeing patients with a variety of medical conditions and acute problems. She is very experienced and is able to prescribe when necessary. If you see her in the building or have a consultation with her, please make her feel welcome and do feed back your experience of her consultation.

Rachael informed the group that after working at the practice for over 23years, she has decided to leave. She is currently helping the partners to plan for her departure and recruit a new Practice Manager. Rachael hopes to be at the next meeting to see everyone at least one last time before she leaves. Members expressed their sadness at her departure from the practice, but all wished her well.

**Practice Representatives at PPG meetings**

Rachael was kindly joined by Dr Robert Barron one of the GP Partners who was available to answer any questions from the group.

**Members Agenda Items**

**Covid Vaccinations for under 75's**

One of our members had requested clarification on the eligibility of patients who are under 75 during the Spring Covid Vaccination Cohort.

Rachael confirmed that the criteria for the Spring Booster was strictly patients over the Age of 75 or turning 75 by 30<sup>th</sup> June 2024. The other eligible patients are aged 6 months and over who are severely immuno compromised, patients in care homes and some housebound patients. Not all immune compromised patients are included in this cohort and the practice is following the strict criteria for the invitations to the clinics.



We believe that we may be asked to take part in the Winter Covid Vaccination programme again this year although we are waiting for confirmation of this from NHS England and the ICB. We believe under 75's will be included in the cohort as they were last year however, we cannot confirm this till we received the service specification later in the summer. We are hoping that this will not be done in a last-minute rush this year like it was last year and we will be given more time to plan our clinics.

### **Prostate Checks in the Media**

One of our members has recently seen a lot of discussion regarding prostate checks in the media. As the media coverage informs patients to consult their GP to get tested, it was asked if the practice was pursuing any course of action in line with recommendations?

Dr Barron confirmed the recommendation would be to get checked if you have any concerns, if you are symptomatic or if you have a family history of prostate cancer. There is no specific guidance on how often this should be done, and it can be requested at any time. It is important that the condition is caught early as it is usually relatively easy to treat when caught in it's infancy. If you are concerned, get checked, our GP's can do this in a simple GP consultation.

### **2024 Flu Campaign**

We had planned to begin our flu campaign in the middle of September this year and have all our vaccines ordered to proceed however we have recently received correspondence stating we may be forced to delay the clinics till October. The ICB have specified that we are not able to vaccinate our over 65's and at risk patients prior to 1<sup>st</sup> October 2024. This is extremely frustrating and disappointing; a similar decision was made in 2023 however it was overturned and we are hoping this may happen again this year allowing us to get going with the campaign and get our patients vaccinated as early as possible before the Winter.

### **AOB**

#### **Telephone Call Back Facility**

You said, we did! – Following feedback from the group and a small number of patient complaints, we wanted to help patients to be able to access us more easily when they try to get through via telephone. We recently introduced a call back facility to our telephone system to allow patients to request a call back from the practice rather than having to wait till their call is answered. Patients who use the call back facility, retain their place in the queue but will get a call bac from the practice as soon as a staff member becomes available. We have received very positive feedback from patients since the introduction and hope our patients will see that we listen to your concerns and act on them.

#### **Emergency Appointments and Do Not Attend's**

The practice has seen an increase in patients demanding emergency appointments for nonurgent health care needs. Often these patients then DNA their appointment by not turning up. This is unacceptable and means that patients who genuinely need to be seen in an emergency are having to be squeezed in on top of a full surgery.

The practice feels that it becomes unsafe for patients when GP's are forced to see more and more patients in their clinics. We need to ensure we have the time needed to deal with health care needs in a safe and controlled way and without our GP's feeling stressed and being put under unnecessary pressure. As a result, we have changed the way we are dealing with requests for Emergency Appointments.



Our receptionists have been instructed to ask a number of questions and complete a template when patients request an emergency appointment. Patients response to these questions will be recorded in their medical records and this information will then be viewed by a clinician prior to the patient being given an appointment.

Patients may receive a call back from the receptionist advising that their complaint is ok to wait till the following day or later in the week, or they may be directed to a local Pharmacy or other service if appropriate. Genuine emergency problems will be offered an emergency appointment with the ACP or GP. We are hoping that this will avoid wasted appointments, reduce our DNA's and ensure patients who need to be seen quickly, are able to be seen.

If patients are asked questions by our Receptionists and are not prepared to answer, they will be no longer be given an appointment. We request that patients are respectful and understanding to our staff and answer their questions to allow them to help and direct you to the correct person who is best placed to deal with your health care needs.

### **Meeting Agenda**

Agenda items can be emailed to Rachael prior to the next meeting. Please allow time for any research if required. If necessary the item may be adjourned till the following meeting to allow Rachael to gather any necessary data.

### **Date and Time of Next Meetings:**

Thursday 18<sup>th</sup> July 2024 - 6.30pm in the Waiting Room

Thursday 12<sup>th</sup> September 2024 - 6.30pm in the Waiting Room – To Be Confirmed

Thursday 21<sup>st</sup> November 2024 - 6.30pm in the Waiting Room – To Be Confirmed