

## **Newbold Surgery Patient Participation Group**

### **Minutes of the Meeting on 5<sup>th</sup> April 2012**

The meeting was attended by Heather Leigh, Practice Manager, Dr Bhatia, Peter Bestwick, Chair, Sue Jenkinson, Secretary, David Brown, Kathryn Evans, Sarah Nichol, Mavis Richards, Carmella Seville, Barrie Shelbourne, Pauline Sissons, Stephanie Slone.

Apologies were received from Janet Birkin, Jenny Henry, Dianne McCollum, Sue Wills, Tracy Allen, Rachel Carrington (Dep. Manager), Charmaine Saunders, Dr Bradley was represented by Dr Bhatia.

The meeting was opened by Heather Leigh, Practice Manager, who welcomed Ian and Terry from CallAid UK. They demonstrated a new patient call system, which comprises a 42'' screen speaking what is on the screen i.e. patient name, Doctor and room number. The system can play health videos, and show posters, as well as crawler messages across the bottom of the screen. It is fully DDA compliant. Patients check in using the current screen connecting to the practice computer system, and once set up the system runs unmanned, but can be added to if necessary.

Peter Bestwick, Chair, then opened the meeting formally.

The minutes were approved for accuracy, and matters arising included an update from Heather on the progress on the waiting room upgrade. The windows have been repaired, new blinds have come, to be installed after redecoration, the lighting has been upgraded and the new dividing screen is to be installed during the Easter break.

There was nothing to report on the CCG Locality group meeting.

Debbie Dyson, Nurse Manager, attended to talk about the next flu day, and the possibility of using it for fund-raising and health promotion. There was considerable debate about fund-raising but the members concluded that it was something the group could do and make donations to the practice towards patient welfare. The group is to ask for donations of books for a book stall and Sue J. will do posters asking for these to be put into a box in the waiting room. A Treasurer will be elected at the next meeting and the group will have its own bank account.

Local schools have agreed to the idea of designing a practice logo.

Seating arrangements will be looked at during the next meeting.

Heather told the group that a donation had been received following the death of a patient.

The next meeting will be on Thursday 17<sup>th</sup> May at 6.30pm, and then at 6 weekly intervals unless the group needs to meet sooner. The following meeting will be on 28<sup>th</sup> June.