

# **Newbold Surgery Patient Participation Group**

## **Minutes of the meeting Thursday 3<sup>rd</sup> November 2016**

**Persons Present:-** Rachael Carrington PM, , Peter Bestwick Chair, Kathryn Evans Treasurer, Trudy Allen, Derek Hand, Shelia Hand, David Jackman, Helen Annett Secretary, Marilyn Hay, Robert Hay, Barry Shelbourne, Judy Shelbourne and Pauline Sissons.

**Apologies:-** Dr Martin Bradley, Sue Jenkinson, Sue Goodwin and Bob Goodwin

**Minutes of the last meeting:-** The minutes of the last meeting were passed and there were no matters arising from the last meeting.

### **Flu Clinic Update:-**

The recent over 65s Flu Clinic held at the Hall on The Green was discussed amongst the members. It was felt that everything went very well with good attendance helped by the good weather and a good steady flow throughout the morning. The fact that the clinic had been brought forward a week in relation to last year's clinic was agreed to have been beneficial also.

It was suggested that slight improvements could possibly be made to next year's clinic with the patient invites not being sent out A-Z but perhaps Z-A giving patients at the end of the alphabet the opportunity to be "first in the queue" for a change. It was felt that some patients had missed out on the tea and cakes and the chance to purchase from the sale of books etc as they had attended later appointments.

It was also thought that the cake table could be better positioned and the sale of greetings cards needed to be looked at. An idea for the sale of Christmas Cards was thought to be a good choice with the clinic being so close to Christmas.

The sale of refreshments, cakes, books, jigsaws and donations had raised £180.

### **Brian Stewarts Report:-**

The report was introduced to the members by Rachael Carrington. Brian Stewart, a Lay Rep for the CCG had compiled a comprehensive report outlining some of the reasons why it was getting harder to see a GP. Part of the report was read out by Peter Bestwick and then summarised by Rachael Carrington. Discussion then followed amongst the members in relation to the report.

### **Practice Update:-**

The members were informed that interviews had taken place for a new Practice Partner due to the retirement of Dr Martin Bradley in March 2017. Advertisements for applicants had been placed in July this year and interviews took place on 27<sup>th</sup> October. A final decision had not yet been made but hopefully things will have been finalised in time for the next PPG meeting.

Three of the PPG members (Peter, Marilyn and Robert) were thanked by Rachael for their involvement in the interviewing process.

Rachael reported that a bid for funding had been made for premises improvements and developments. It was hoped that this funding had been secured but official confirmation was still awaited regarding this.

**AOB:-**

Sheila Hand reported that she had overheard patients in the waiting room complaining that they could not read what was on the information leaflets on waiting room tv screen as it was too small. Rachael informed the group that unfortunately the size of the images/font was unable to be altered. However a new tv screen was on its way and 'hopefully' the facility for a larger font would be possible.

Sheila also reported that there was a need for the hedges on the car park to be cut back, patients had commented that it was impossible to see if the car park was full on approaching the surgery due to the hedges being so high. Rachael reported that this was in hand but had been put back due to the hedges still growing because of the mild weather.

Helen Annett asked the group for ideas and suggestions for the December Newsletter. Kathryn Evans agreed that she will write a short piece regarding the Hall on the Green Flu Clinic. It was also suggested that an advert asking for Jigsaws, Books, Music CDs, DVDs, General Greetings Cards and Christmas Cards be put in to the newsletter ready for next year's flu clinic sale. It was also suggested that the newsletter suggestion box be made bigger in order to attract a better response from patients.

Finally a suggestion was made with regards to educating patients on the booking of unnecessary GP appointments and perhaps an entry in the newsletter might be helpful regarding this.

**Date of next meeting:-** The next meeting will be held on Thursday 15<sup>th</sup> December 2016 and will be the groups Christmas gathering. The subsequent meeting will be held on Thursday 16<sup>th</sup> February 2017.