

Newbold Surgery Patient Participation Group



Minutes of the Meeting Thursday 25th May 2023

In Attendance:

Rachael Carrington (PM), Robert and Marilyn Hay, Sue and Bob Goodwin, Trudy Allen

Apologies received:

Sue Deakin, Sue Webb, David and Fran Corrie, Keith and Maggie Woolmer, Phillip Elliott, Paul Hetherington

Members Update

Members were reminded of confidentiality and governance and asked to sign an updated PPG agreement if not done previously.

Sadly, we said goodbye to one of our longstanding members Mr Allan Wood who emailed today to say that he would like to retire from the group. Rachael thanked Allan for his previous support and I am sure you will all agree that we are sad to see him go.

Practice Update

Staff Changes – The practice is currently recruiting for an administrative post and interviews will take place this month. We hope to have someone in post by the end of June dependant on notice needed with previous employers.

We were successful with our recruitment for a new practice nurse and welcomed Sarah to the practice nurse team. Sarah comes with a wealth of knowledge and experience, and we think she will be a lovely addition to the nursing team. If you see her in surgery, please say hello and make her feel welcome as we definitely want her to stay!

Debbie our Nurse Manager has stepped down from her position this month due to partial retirement. She returns to us part time in a patient facing role but without the managerial responsibilities she had previously. Shandice has received an internal promotion and has been promoted to the Nurse Manager role. Shandice officially picked up these duties from 1st May 2023. (You may remember Shandice who joined us for our meeting in January)

Dr Sooriachii left the practice this month as she completed her final years training. Dr Ellena Corso re-joined the practice in April and will be with us for her final years training.

New Contractual Requirements re Access

This year practices have been given a contractual requirement to achieve a target of 90% of patients to be seen within 2 weeks of their request for an appointment. Understandably the practice is concerned that they will struggle to achieve this target in a safe and controlled way. Members were asked for their opinions of how we could still provide a good service to our patients whilst trying to accommodate this new requirement. Members were concerned that as we do not have an indefinite number of appointments each day, how could the practice manage this. Rachael expressed concern re staff morale and GP burn out as GP's were already squeezing additional patients in on top of their usual appointment template each day so to accommodate more was unrealistic and unsafe.

All felt that the system we have in place already accommodates most patients needs giving a variety of appointments both in advance and on the day. The practice has seen an influx of registrations with new patients describing access as easier here than at their previous practice



Thoughts re total triage as a possible option?

Members were asked what their thoughts were regarding total triage where patients are required to complete an automated set of questions prior to getting an appointment at the practice. The outcome of the questions could be that patients are signposted to other appropriate services and healthcare providers to try to help with their personal needs. All agreed they would not like this and have heard poor reports from members of practices who use this form of triage.

Practice Representatives at PPG meetings – Members were encouraged to submit healthcare topics they would like to learn more about, the practice will do their best to accommodate these topics of conversation at future meetings.

Sister Debbie Dyson will be attending our July meeting to discuss her recent retirement from Nurse Manager to Part Time Senior Practice Nurse and to gather feedback from members regarding this years flu campaign

AOB

Community Garden – Members asked if they could visit the garden this evening to see the progress made. All invited to pop round after the meeting.

Chairs in the waiting Room – Bob very kindly passed on the details of a company called Peak Auto Trims who might be able to recover the high chairs in the waiting room rather than dispose of them. Rachael to consider this and arrange if appropriate/cost effective.

Meeting Agenda – As always, agenda items are welcomed and anyone wishing to discuss anything specific can email Rachael prior to the next meeting in May.

Date and Time of Next Meetings:

Thursday 20th July 2023 – 6.30pm in the Waiting Room

Thursday 14th September 2023 – 6.30pm in the Waiting Room – To Be Confirmed
(Alternative Dates available - Thurs 31st Aug or Thurs 12th Oct)

Thursday 23rd November 2023 – 6.30pm in the Waiting Room