



# Newbold Surgery Patient Participation Group



**Minutes of the Meeting**  
**Thursday 23<sup>rd</sup> November 2023**

**In Attendance:**

Rachael Carrington (Practice Manager), Robert and Marilyn Hay, Sue Deakin, Bob Goodwin, Fran Corrie, David Corrie, Annie Wilkinson

**Apologies received:**

Sue Jenkinson, Sue Webb, Sue Goodwin, Trudy Allen

**Members Update**

A warm welcome to new member Annie Wilkinson who kindly joined us for the first time this evening. We hope she will be happy to join us again in the new year.

**Practice Update**

**Staff Changes** – Since our last meeting, we have had very few changes to the team. We have welcomed Aysha to our nursing team who is a Trainee Nurse Associate and will be working closely with our Health Care Assistants and Practice Nurses. Aysha will be taking responsibility for the annual Learning Disability reviews and will also begin an inhouse Spirometry service. Previously patients have had to attend Wheatbridge surgery for this test and it will be wonderful to be able to offer patients an appointment at the practice instead.

This month we also saw the return of Sarah to the practice nursing team. Sarah has been on maternity leave since last October and we are thrilled to have her back.

We currently have a vacancy for an Advanced Clinical Practitioner to join the team. This is a brand new post to our practice although they are employed widely in general practice. ACP's have their own clinics and work in a similar way to GP's dealing with a variety of illnesses and patient queries. Applications are invited till the end of the month when we hope to interview and recruit.

A brief discussion was had regarding patient perception of who can deal with their health concern when traditionally everything at the surgery has been dealt with by a GP. It was suggested by the group that the practice will need to educate patients to understand any new ways of working and have confidence in the clinician they are signposted to. This could be done using the practice website, social media and tantalising messages which will intrigue patients to explore ideas further and improve patient engagement around new ideas and systems.

**Practice Representatives at PPG meetings**

Rachael was flying solo at this month's meeting however we are hoping to have further representatives to attend meetings in the New Year.

**Members Agenda Items**

Fran and David mentioned they find the practice website hard to navigate and believe the practice could improve this facility making it more user friendly for patients. Some of the links on the home page are not working and Rachael agreed to look into this next week. Fran kindly agreed to assist with any changes and give further feedback if helpful.



### **Excellent News!!!**

Newbold Surgery has recently received a letter from Dr Chris Clayton Chief Executive at the Integrated Care Board (ICB) congratulating us on being in the top 10 in the County for our national patient satisfaction questionnaires. These are sent out randomly to practice patients each year and the practice is marked on various aspects of the patients journey from their first contact with the practice to their feelings about the care they received from clinicians. For us to be in the top 10 is a wonderful achievement and we are very proud to have received the letter acknowledging how hard we try.

### **Flu/Covid Campaign Update**

Well, what can we say? Only days after our last meeting when we explained that we would be unable to deliver the Flu and Covid vaccination service together, we were thrown into complete turmoil when the ICB informed us that they would like practices to deliver the service with the flu vaccines after all. We had previously been informed that Covid vaccinations could not be given till mid-October but with only 10days notice till our first big Saturday Flu Clinic we were asked to double our capacity and administer both vaccines together if possible.

Obviously, this was a big ask when we had over 1300 patients booked in with only 2minute appointments. If we were to give Covid and Flu together, they needed longer appointments as they must be recorded on 2 different clinical systems. It was all hands on deck and Rachael said how proud she was that her team pulled together and managed to deliver both Covid and Flu vaccinations to patients who wanted them. The dedication of the practice team to put patients care first was a testament to their commitment to provide our patients with the best possible service even when, through no fault of their own, it is sometimes very stressful to achieve.

### **Patient Questionnaire**

Members were asked if they would like to complete a questionnaire for the practice. These have been handed out over the last 3 months to ensure that patients are happy with the quality of care received.

Members have in the past taken part in the distribution of patient questionnaires and Rachael is keen for the group to be involved next year if anyone would like to help.

Rachael explained that all 10 practices in the PCN (Primary Care Network) which we discussed last month, had all agreed to complete the same questionnaire twice each year so that we could identify any trends across Chesterfield and Dronfield and see if we needed to look at possible gaps in service which we could improve on across the PCN patch for the whole of the PCN practice population.

Members were invited to comment on the content and feedback any suggestions for improvement.

### **AOB**

**Memorial Plaque** – A miracle happened in September and the memorial plaque in honour of Dr Elmore was found! How and where no one seems to know but it is now safely back on the wall where it belongs.

**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.



### **Festive wishes**

As this was the last meeting before the festive season, Rachael closed the meeting by wishing all members a very Merry Christmas and a safe and Happy New Year from everyone at the practice. We look forward to seeing you and working with you all again next year.

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

Thursday 18<sup>th</sup> January 2024 – 6.30pm in the Waiting Room

Thursday 14<sup>th</sup> March 2024 – 6.30pm in the Waiting Room – To Be Confirmed

Thursday 23<sup>rd</sup> May 2024 – 6.30pm in the Waiting Room – To Be Confirmed