

Newbold Surgery Patient Participation Group



Minutes of the Meeting Thursday 22nd September 2022

Future PPG Meetings

Minutes of July's survey were reviewed, and Rachael confirmed the outcome of the members survey:

- Change the time of the meetings and have daytime meetings rather than evening – **Members were not in favour of daytime meetings (only 1 member voted for this option)**
- Continue with bimonthly evening meetings as we do now – **Members were in favour of this**
- Have the meetings on a different day. If so, which day would members prefer? – **Thursday was still the members preferred day**
- Would members like to increase the number of meetings we have, or do you think we have the balance about right? – **members felt bimonthly was about right and did not want to increase the number of meetings**
- Would members prefer the meetings to be shorter? – **Members felt possibly 1 hour rather than 1&1/2 would be enough dependant on the agenda and topics for discussion. All said 1&1/2 hours maximum with a strong Chair to move agenda items on if discussion becomes repetitive**
- Would members prefer virtual meetings such as teams or zoom? Although there was little appetite for this initially, your views may have changed. - **Members were not in favour of virtual meetings**
- Do members prefer it when we have speakers at the meetings? If yes, do you have any topics you would like to understand better or is there something specific you would like to learn about? – **Members said 15-20minutes is interesting but no longer and prefer inhouse staff rather than external speaker**
- If you are a virtual member, what obstacles are currently stopping you from joining the face-to-face meetings? – **no responses received**
- If the meeting was held on the first floor, would you have difficulty navigating the stairs? – **General consensus was no (although not all members responded) but all said prefer to meet in waiting room**
- Would you be interested in working alongside Rachael taking on one of the PPG roles? If so which one, Chair, Treasurer or Secretary? – **no responses received**
- Do you have any other group improvements or meeting suggestions you would like the practice and the group members to consider? – **There were no improvements given for the meetings as requested although comments were received about general practice improvement suggestions including fees for non-attenders, additional appointment availability for workers including private appointments with a fee attached, harsher punishment for non-attenders.**

Outcome of survey is that Newbold Surgery PPG meetings will continue to be held bimonthly on a Thursday evening in the waiting room at 6.30pm with dates confirmed 2 months in advance where possible.



Flowers for Sue

In passing, Rachael discussed with 2 PPG members whether they would authorise her to arrange some flowers from PPG funds for Sue after her recent diagnosis of Cancer. This was authorised and Rachael will deliver the flowers on behalf of the group to Sue at home.

Practice Update

Flu Clinics - The Practice is now gearing up for the annual flu season with our big Saturday clinics being held this Saturday 24th September and Saturday 1st October. It is hoped that approximately 2500 patients will be vaccinated over the next 3 weeks which I am sure you will all agree is a massive undertaking and a wonderful service to our patients. The group knows how much work the practice puts in to providing the flu clinics and we hope that maybe next year we will be able to take up our usual PPG engagement and coffee morning which was sadly ruled out for the last 2 years due to the pandemic

Staff Update - In August we welcomed the arrival of 2 new salaried GP's Dr Phoebe Lole and Dr Domonic Elliott. Together they are providing 10 sessions of GP appointments each week and the practice is thrilled to have them on board.

Our recruitment drive for the nursing team also came to fruition in August when Practice Nurse Sandra Silcock joined the team for the next 14 months to cover maternity leave. A big welcome to Sandra who previously worked as a District Nurse for DCHS so comes with a wealth of knowledge and expertise.

HRH Queen Elizabeth II – Last week saw the nation mourn the passing of her majesty the Queen and the practice closed for the state funeral on Monday 19th September 2022. We apologise for the disruption of any cancelled appointments however we share in the immense sadness of the Queens passing and were honoured to show our respect to such a wonderful monarch.

PPG Minutes – We are aware that some minutes of our meetings appear to be missing from the practice website. We are looking at how this has happened and will upload them again as soon as possible. We apologise for any inconvenience caused to members and patients who have been unable to access them.

Date of Next Meeting:

Thursday 24th November 2022 - 6.30pm in the Waiting Room