



Newbold Surgery Patient Participation Group



Minutes of the Meeting Thursday 15th May 2025

In Attendance:

Steve Willetts (Practice Manager), Anglela Massey {ACP}, Martin Cooper, Sue Deakin, Marilynn Hay & Rob Hay, Annie Wilkinson, Ken Lawrie and Trudy Allen.

Apologies received:

Sue Goodwin & Bob Goodwin
David & Fran Corrie

Members Update

A warm welcome to our new PPG member – Ken Lawrie – great to have you join us.

Angela Massey- Advanced Clinical Practitioner

Angela introduced herself, her role and how this helps the Practice. Angela has been here at Newbold for about a year but has been a nurse for 35 years. She works alongside our Doctors providing an extra 92 patient appointments per week. Within her 15-minute appointments she can provide care on most matters, except very small babies and complex mental health matters. She can prescribe and make referrals if required. She provides a great support to the Practice, helping the Doctors manage their workload, aswell as seeing all those extra patients, that need an appointment on the day. Angela is a well-liked and respected member of our Newbold team. Angela then took questions from the PPG members.

Practice Update

Online Access and the New Contact Us button on Website continues to provide another way to contact the surgery. It compliments and adds another way to contact the Surgery, in person, by phone, using the NHS app, Using the SystmOne Online and the Website too. Patients are encouraged use our online tools, where we can help you get started and set up, this then frees up our phonelines for any patient that may find online access more difficult.

Our New HCA – Charlotte has settled in well and received some warm praise from patients. We greatly appreciate this positive feedback. While accepting that many people may be frustrated by the NHS, be worried or poorly, it means so much to our colleagues, when someone takes the time to say thank you for a job well done. You can pass on your thanks in whatever means works best for, tell us at Reception, tell your nurse, HCA or Doctor, send us a card or use the "PASS ON YOUR THANKS" button on the website. All praise is most welcome, the colleague will be recognised by the Practice Manager on your behalf and the anonymised praise then posted on our website too.

Our new Doctor – Ben Tyler has also settled in well. If you visit our website or Facebook page you can watch a short video to introduce Dr Ben. He's a great addition to our team and we feel very lucky to have him join us.

Doctor Phoebe Lole has also rejoined us helping provide really great care.

We are just finalising recruitment of a new Reception colleague to help with our growing patient numbers.



two new members join our group. We really appreciate our current members giving their time, ideas and support to the Practice. Any patients wishing to join, can give us a call or use the "CONTACT US" button on the website. We are seeking a Chair and Secretary for our PPG. Thank you, once again, to the PPG for the release of funds to purchase the new Doppler at £237.59.

AOB

Request for information on the new Walton Diagnostic Centre.

Request for further information on the planned new Surgery for Dunston.

Date and Time of Next Meetings:

Thursday 3rd July 2025 – 6:30 in the Waiting Room.

Thursday 11th September 2025 – 6.30 in the Waiting Room.

Guest Speaker- TBC.