



Newbold Surgery Patient Participation Group



Minutes of the Meeting Thursday 11th September 2025

In Attendance:

Steve Willetts (Practice Manager), Shandice Finnegan – our Nurse Manager, Martin Cooper, David & Fran Corrie, Sue Deakin, Marilyn Hay & Rob Hay, Annie Wilkinson, Ken Lawrie, Paul Hetherington and Carrie Poole.

Apologies received:

Trudy Allen and Louis Horvath
Sue & Bob Goodwin have now left the group

Members Update

A warm welcome to our new PPG member – Carrie Poole – great to have you join us. {To join is as easy just asking one of us – no fancy forms to fill out}

Shandice Finnegan – Our Nurse Manager

Shandice introduced herself to the group and then gave a history of her service with the Practice. She then explained how the services offered by the nursing team had grown and led to the nursing team growing from 4 to 9 in the time she'd been here.

Practice Update

Online Access – new contractual obligation for all GP Practices to provide online medical triage for the duration of core hours, coming into effect from the 1st October 2025. Discussions were then held over what that means for our Practice. The Practice does provide online medical triage via its website using the "Contact Us" button. Take up of this has been somewhat muted. Patients can continue to interact with the Practice in whatever format best suits them, visit in person, call us, use the NHS App, SystmOne Online access, the website service buttons or indeed the new "Contact Us" button. While the Practice strongly encourages patients to use online tools to interact with us, to free up more time for us to answer calls, it seeks to protect equity of access for all patients. The Practice Partners are keen to maintain the "family doctors" feel to the Practice.

Brief discussion of the future use of technology in Primary Care, such as scribe tools {using AI to document consultations and the longer-term prospects for AI driven diagnosis}.

No new team changes to report. We have secured funding to add 2 more days of phlebotomy appointments per week to help shorten waiting times.

Update given on patient number growth. Our patient list increased by 2.5% - 300 patients in the last 12 months. Although we have been able to maintain our service standards overall, the volume of new patient registrations are leading to new patient registrations taking upto 14 days.

Update given on appointment for the last 12 months {Aug 24- Aug 25}.

- 71977 Total appointments in the last year
- 64992 of these were face to face
- 34316 of these were with a GP
- 25249 were provided on the same day



- 2183 appointments were lost by patients not attending.
- In summary the Practice provided an average an average 5.85 appointments per patient, of which 2.79 were GP appointments and 3.03% of all appointments were lost due to patient not attending.

Matters brought forward by the PPG

Walton Diagnostic Centre

Steve updated the group on the new Community Diagnostic Centre, that opened in August at the Walton Hospital. Services offered include X-rays, Ultrasound Scans, CT scans, Blood Tests, Audiology, Cardio-respiratory and more. Visiting there could provide quicker appointment times that at the hospital and there is free parking available.

Dunston Housing Development

As new housing development continues in Dunston, one of the members raised the prospect of a new GP Practice potentially in planning. Planning Reference CHE/25/00247/DOC was submitted 31/03/2025 and is still awaiting decision. {Update received after meeting that the developers have committed funding for healthcare provision to the local ICB but that there are no specific plans for a new GP Practice as part of the planning application}.

Communicating Practice Good News

It was felt by the PPG that the Practice provides a good service to its patients but maybe there be further opportunities to share these good news stories about the Practice. Ideas to put forward in advance of next meeting and then discussed further. These could include how we use the screens in addition to the website or the FB page.

PPG

Brief update on book sales and again call to continue to grow our membership. 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.

AOB

Date and Time of Next Meetings:

Thursday 13th November 2025 – 6.30. Diane Timmins- Receptionist & Administrator

Thursday 8th January 2026 18:30 Guest Speaker - TBC