



Newbold Surgery Patient Participation Group



Minutes of the Meeting Thursday 10th September 2026

In Attendance:

Steve Willetts (Practice Manager), Martin Cooper, Annie Wilkinson, Trudy Allen, Sue Deakin and Carrie Poole. New members – David France, Rita Hague and Emil Oles

Apologies received:

Ken Lawrie, David & Fran Corrie,

Welcome to our new members.

We were delighted to welcome our new members and introduce ourselves. We then provided a brief overview over what a PPG is. A PPG allows patient oversight over how we provide services, feedback on changes affecting patients and we would welcome further new members. To join is nice and easy, no forms to fill, simply just ask any member of the team or you could simply turn up at our next meeting.

Practice Update

Team Changes-. Confirmation that Dr Wendy Shaw is due to retire at the end of October 2026. We have concluded our recruitment process for Dr Shaw's replacement and are delighted to confirm that Dr Nikola Bramwell, will be joining us from February. Dr Bramwell is an experienced GP, currently working in Sheffield, with a special interest in women's health.

New Call Screen/Waiting Room Plan- The new call screen currently draws the text to speech technology from Google, with the English version currently being a little glitchy. As a temporary work around it is using the American version, which in turn creates an American accent to the patient calls. This is a temporary measure, which we hope to see corrected shortly. There are also longer-term plan to have patient calls sent direct to mobiles. Many of our clinicians, as part of our Active Practice accreditation, have taken to coming out to collect patients in person.

The new picture gallery looks like it is now being well used, with the resulting hand drawn pictures of children's favourite, doctor, nurse or receptionist producing some wonderful results. These pictures also have been very well received by the relevant colleague too. Please continue to feedback about the new waiting room layout and feel.

Building Repairs

Following a car impact into the building in April, the repairs to the building have now concluded so thank you for bearing with us during the disruption to the car park and our room planning.

New Services/Partnership

We have recently partnered with Chesterfield FC Community Trust to promote either free/at cost activities covering both physical and mental health support. A representative from the Trust will be available in the waiting once a month to further promote their activities. There is also a new notice board, next to the patient arrival screen, showcasing



the wide range of activities available. We will also be promoting selected activities from our website and Facebook pages.

Our new First contact Physio service continues to be well utilised, which in turn helps to free up our doctor appointments.

Patient Access.

We continue to publish, on our website, easy ways for patients to cancel their appointments, if they either no longer need them or cannot attend. Despite this, around 3.6% of all appointments are wasted by patients not attending or cancelling them.

NHS England is continuing to carry out a data cleansing exercise, asking Practices to remove patients, that have not responded to any health body for a significant period. We will, where possible, contact these patients to find out more about their circumstances. This has resulted in more than ½ million patients being removed nationally. For Newbold Surgery, this continues to halt our patient growth, whilst still generating significant patient churn, with large numbers of patients being removed, whilst at the same time adding new patients. This had led to delay in new patient registrations, now taking upto 3 weeks to complete.

Discussion around patient access and how we structure our appointments to provide emergency on the day appointments to anyone who may need them. Patients can request an appointment through whatever means they wish, the NHS app, SystmOne access, via the website, by telephone or in person. We provide equitable access regardless of the access route selected. There are enough appointments available, where they are used respectfully. Everything we do has to be delivered within the funding that we receive that is just £130 per patient, per year – the equivalent cost of half an apple per day.

PPG

We again give thanks both for the patient donation, but also the fabulous patients who have either donated or purchased books to help raise funds. This has allowed us to purchase a Derma Scope for use by our doctors. This will help guide us in determining the nature of suspect skin features.

Patent Complaints and Behaviour

Whereas we actively encourage appropriate patient complaints, as a really good opportunity to learn and improve patient care. Any complaint should be raised respectfully, following the guidance either on the website or on the noticeboard, directly across from the front desk. We have seen a marked increase in rude, disrespectful and abusive behaviour towards our colleagues. Where we accept that patients, may be anxious, poorly or in pain, it does not excuse abuse towards our colleagues – ever. Abusive behaviour isn't and will not be tolerated, with patients receiving both formal warnings, reporting to the Police and where appropriate deduction from the Practice patient list. Our PPG committed to review the current complaint guidance, for both colleagues and patients, to ensure that our complaints process is protected from overwhelm, caused by a limited number of unreasonable patient contacts.

AOB

David gave advance notice that the Derbyshire times had ran a story the previous day, singling out Newbold Surgery for how patients rated its access. He wanted to see more of this good news, both in the local papers and beyond. If you are happy with your care, please do let us know. You can tell one of the team, hand in a note or card, call us, email us, use the "Pass on Your Thanks" button on the website or better still give us a Google review. Whichever method you use, we will anonymise your feedback, post it on the front page of our website and then send it directly onto any colleague you name. It really means



a lot to us. There is lots of frustration and negativity out there in the world, but a few warm words can really help lift someone.

Date and Time of Next Meetings:

Thursday 12th November 2026 – 6.30 in the Waiting Room.

Guest Speaker- TBC.

Thursday 14th January 2027 – 6:30 in the Waiting Room.

Guest Speaker - TBC