Newbold Surgery Patient Participation Group



Minutes of the Meeting
Thursday 12th November 2026

In Attendance:
Steve Willetts (Practice Manager), Trudy Allen, Sue Deakin, Emil Oles & Paul Hethrington
Dr Santos D'Souza – GP Partner

Apologies received:
Carrie Poole, David France, Ken Lawrie, Annie Wilkinson and Martin Cooper.

Guest Speaker – Dr Santos D'Souza
Dr D'Souza started by introducing himself to the group and then went on to tell the group, a little more about his history. Having completed his medical degree in India, Dr D'Souza then moved to the UK 22 years ago and lives in Chesterfield. He then completed 3 years of GP training, including a period here at Newbold as a Registrar. Upon completion of his GP training, he was lucky enough to land a salaried GP post here, before then taking over from one of the retiring GP Partners. He enjoys general medicine, the variety of what he sees is what keeps him motivated and interested. He does see a lot of our older patients, with multiple complex health conditions. He has also completed some specialist training in sexual health.

As one of our Registrar trainers he explained, how being a training Practice is also good for patients too. Every doctor who wants to specialise as a GP has to complete 3 years of additional training and during this period they are called Registrars. Each Registrar has a more experienced doctor as their clinical supervisor, who will debrief them about every patient they see, helping them learn and ensure that patient care is protected. By hosting these Registrars, up to 4 at Newbold, it allows us to provide even more Doctor appointments for our patients.

He then went on to explain how each GP holds a list of patients, as their usual GP. Now although you may not always see your usual GP when you attend appointments, every bit of workflow such as letters from hospitals, test results and scans are all viewed by your usual GP. This then gives your doctor a really good understanding of what happening for you with your health.

He also explained the challenges of managing work between Primary Care {GP Practices] and Secondary Care {hospitals etc}. He expects there to be further work transferred from hospital to GP surgeries, as the work can be done much more efficiently and it better for the patient too.

Practice Update
Team Changes-. Confirmation that Dr Wendy Shaw has now retired at the end of October 2026, with her replacement Dr Nikola Bramwell due to start in February. Dr Lole is about to start her maternity leave and one of our registrars- Dr Alia Sadiq has agreed to join us to cover Dr Lole absence. Debbie Dyson, one of senior nurses is about to retire after an amazing 45 yearlong nursing career. We have recruited a new nurse Musonda Mutale, who will be joining us soon.

Website Review
We are grateful to one of PPG members – Annie Wilkinson, who completed a review of our website to assess how easy it is find help when things don't go right and you want to complain. As a result of her feedback, we have created an easy to find complaint button and rewritten the page itself to provide clear guidance.

We also took the opportunity to review all the major pages of our website, to improve the clarity {The NHS suggests that a Practice website should be understandable to anyone with a reading age of 9-11 upwards} and then the ease of use- ideally being able to do whatever you need to do in 4 clicks or less.

We have also introduced a new feature to our website, with the introduction of a live phone queue, to help you pick the best time to call. The new link will be the first thing you see when you access the website, telling you how many people are currently in the phone queue.

Waiting Room Changes
We have recently completed a mini revamp of our waiting room, with a new seating pattern, a picture wall – where kids are encouraged to draw their favourite doctor, nurse or receptionist, and new patient call screens. The temporary fault we had with these screens, using an American version of the software has been corrected to calling patient names in an English accent. We welcome feedback and ideas to improve this space.

New Accreditation
We have just been granted a Derbyshire Breastfeeding Here Award. We have also reinstated baby change facilities, which can be found in the Accessible toilet.

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, there were 63 GP, and 187 nurse appointments missed in October. Please cancel your appointment if no longer needed, so we can offer them to other patients.

We are continuing to try and improve how long to have to wait for the phone to answered and I'm pleased to update you that our average wait time has dropped from 11 minutes to 6 minutes. We will continue to further improve this waiting time.

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 1 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. To help speed up the new patient registration process, we have now automated the online patient registration process. This now means that any online patient registrations are processed much quicker.

Open invitation for any patients wanting to join our PPG, get involved by simply asking one of our reception colleagues.

Date and Time of Next Meetings:
Thursday 14th January 2027 – 6:30 in the Waiting Room.
Guest Speaker – TBC
Thursday 11th March 2027- 6:30 in the Waiting Room