



Newbold Surgery Patient Participation Group



Minutes of the Meeting Monday 25th July 2022

PPG Members were contacted with a practice update and to gather their views regarding future meetings.

Practice Update

Covid19 - We are back to normal in surgery and have been for some time. Mask wearing in high traffic areas is still recommended for your own safety and you will see many of our clinicians still preferring to wear a mask during face-to-face consultations.

Flu Season - We are in the process of preparing for our annual flu season and invitations will be going out to eligible patients soon asking you to book your appointment. The flu clinics will be bookable in person, over the telephone and also online. We encourage patients to book online where possible to avoid unnecessary congestion on the telephone.

General – The practice is seeing a rise in demand for service and at the moment; work in general feels almost overwhelming for us all. We continue to experience low staffing levels due to recruitment, sickness and bereavement. We hope to see this settle down soon and everyone here is working extra sessions to make up the short fall to ensure patients needs are met. We are doing our best to support each other but inevitably there are days when we all feel a little frazzled so please give us a smile or an encouraging word when you see us as happy patients are what keeps us going!

CQC – There is still no date for our inspection visit but we are a good practice and hope the visit when it comes will be a positive one

Future PPG Meetings

Sadly, we recently lost both our PPG Chairperson and our Treasurer. This year our little group has taken another massive blow with our long-standing PPG Secretary Sue Jenkinson deciding to stand down from her position due to ill health. I am sure you will all join me when I say a great big THANK YOU to Sue for all her years of organisation and dedication. We hope she will feel well enough to join us again soon.

With the massive losses we have suffered along with our Face-to-Face meetings having to be cancelled due to the Covid pandemic, ill health and bereavement; the practice is worried about the future of our lovely friendly group. We need to ensure we keep in touch and continue to support each other.

Members were asked to give their opinions regarding how they would like to see the group work as we move forwards together.



The practice would appreciate feedback on the following suggestions:

- Change the time of the meetings and have daytime meetings rather than evening
- Continue with bimonthly evening meetings as we do now
- Have the meetings on a different day. If so, which day would members prefer?
- Would members like to increase the number of meetings we have, or do you think we have the balance about right?
- Would members prefer the meetings to be shorter?
- Would members prefer virtual meetings such as teams or zoom? Although there was little appetite for this initially, your views may have changed.
- 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?
- If you are a virtual member, what obstacles are currently stopping you from joining the face-to-face meetings?
- If the meeting was held on the first floor, would you have difficulty navigating the stairs?
- Would you be interested in working alongside me by taking on one of the PPG roles? If so which one, Chair, Treasurer or Secretary?
- Do you have any other group improvements or meeting suggestions you would like the practice and the group members to consider?

In house, we are in the process of organising a PPG recruitment drive, we will be encouraging patients to join you all via the practice website, via our Facebook page and with a display in the waiting room.

Members responses to the survey will be collated, and any suggested changes or majority votes fed back to the group at September's meeting.

Next Meeting Date:

Thursday 22nd September – 6.30pm in the Waiting Room - TBC