



Newbold Surgery Patient Participation Group



Minutes of the Meeting
Thursday 16th March 2023

In Attendance:

Rachael Carrington (PM), Dr Robert Barron, Robert and Marilyn Hay, David Jackman, Trudy Allen, David and Fran Corrie, Philip Elliott, Sue Deakin

Apologies received:

Alan Wood, Sue Webb, Paul Hetherington, Keith and Maggie Woolmer

New Members

This month we welcomed 3 new members to the group Frances Corrie, David Corrie and Philip Elliott. Introductions were made and as always, we hope they will feel happy to join us on a regular basis. All members were reminded of confidentiality and governance and asked to sign an updated PPG agreement if not done previously.

Practice Update

Winter Pressures – This month sees the end of our Winter pressures season however the practice has not seen the usual reduction in calls for service that we would expect by now. Demand remains very high and we are struggling to manage with the number of appointment requests we are currently receiving. Capacity is being managed and monitored carefully to ensure that appointments are available for patients who need them most.

Year End – March sees the end of the financial year with lots of activity to reach our targets and submit data in line with our contractual requirements.

Staff Changes – The practice is currently recruiting for an administrative post and a practice nurse post. We are hoping to have a nurse in post as soon as possible to replace Alison who left the practice last month.

Dr Khawaja has joined the practice since our last meeting. She is a GP Registrar and will be with us till the Autumn.

Joined Up Care Derbyshire Survey – The group has been asked by The Integrated CareBoard (ICB) to provide some base line data about the practice PPG. There were 18 Questions in total which Rachael completed on behalf of the group in the absence of a formal PPG Secretary. The questions ranged from number of members, how often we meet to how we share information, gain members opinions and act on suggestions.

MSK GetUBetter App – Promoted by the Joined up Care Derbyshire Integrated Care Board (ICB). This is now "live in Derby and Derbyshire allowing practices who have installed the app to make it available for their registered patients. This is a free app and is being trailed for the next 2 years. It is for MSK/Physio type problems such as Back, leg, neck, shoulder, hip knee ankle and lower limb soft tissue injury. Covers patients with both new, recurrent or long term MSK conditions or patients requiring self-management support. Age 18+



Practice Representatives at PPG meetings – If members have any healthcare subjects they would like to learn more about, the practice will do their best to accommodate these topics of conversation, please let Rachael know in plenty of time to arrange the most appropriate clinician or admin member.

At today's meeting the group was joined by Dr Robert Barron. Dr Barron answered questions from the group and joined in with service provision discussions and suggestions. Members commented on how much they appreciated his attendance and contribution to the meeting.

Other members of the practice team will continue to join us at future meetings.

AOB

Privacy at Reception – Members raised a concern that patients can sometimes be overheard at Reception by people in the waiting room. The sign informing patients they could ask for additional privacy if their query was of a sensitive nature was not clearly on display. Rachael will look into this next week when she is back in surgery and ensure it is clearly visible.

Feedback and Ideas for improvement – The practice received some lovely praise from members who said they have received excellent service since registering and joined the PPG as they wanted to give something back.

They said the practice was clearly well managed (which made Rachael blush!), that staff showed empathy providing a truly outstanding service. Appointment access was very good and they liked the queueing system on the telephone. Positive comments were said regarding the admin team who members said appeared capable and able to judge well the needs of the patient and act appropriately.

From a GP perspective, they all agreed that our GP's were kind, considerate and didn't make patients feel rushed. They gave good advice, used technology to good effect and had good links with the hospital for advice and onward referrals.

Rachael thanked members for this positive feedback which will be shared with all staff as well-deserved morale boost.

Comments were made regarding possible upgrades to the website to include clearer instruction on giving feedback and how this should be done.

It was also suggested that if not usual GP contacting a patient that they could triage the medical records prior to the call as patients often spend 10minutes bringing the GP up to speed if they are not known to them. This will be fed back but it was acknowledged that as the GP only has 10minutes per consultation, preparation is always limited to time restraints.

Meeting Agenda – Agenda items are welcomed and anyone wishing to discuss anything specific can email Rachael prior to the next meeting in May.

Date and Time of Next Meetings:

Thursday 25th May 2023 - 6.30pm in the Waiting Room

Thursday 20th July 2023 – 6.30pm in the Waiting Room

Thursday 14th September 2023 – 6.30pm in the Waiting Room