



# Newbold Surgery Patient Participation Group



## Minutes of the Meeting Thursday 19<sup>th</sup> May 2022

Sadly this evening's meeting has had to be cancelled at short notice due to family bereavement. Rachael is currently on compassionate leave and sends her apologies. I am sure you will forgive her for cancelling the meeting under these sad circumstances. She had prepared the following update prior to the meeting and has asked that this be recorded and shared with members in her absence. Rachael will contact members again in July with a view to having a face-to-face meeting if possible.

### Practice Update

**Extended Access** - The practice is due to take part in a PCN extended access project where patients wishing to be seen out of normal practice hours can be seen at one of many Chesterfield and Dronfield practices. Members will be given details and a further update at the next meeting.

**Staff Update** - One of our practice nurses is due to start maternity leave in October and another has recently reduced her hours, so we are currently interviewing for a replacement. The post will initially be advertised for 14 months to cover maternity leave with a view to review in the summer of 2023.

During the next few weeks, you may see some unfamiliar faces in surgery as we have employed Dr North a GP locum to cover some of our current GP vacancy sessions and also some annual leave during the school holidays. Please be reassured that this GP is lovely, we have used her on many occasions. She is fully qualified, very thorough and compliments our team well. If you see her in surgery, please make her feel welcome as we love having her on the team.

One of our administration staff Bev retires this month and the practice has decided to dissolve her position and promote internally for a trainee management post. This post holder will help the Patient Services Manager and Practice Manager with the implementation of patient services and day to day patient queries. We would like to wish Bev a fantastic and relaxing retirement, she deserves it!

**Queens Platinum Jubilee** – We are preparing for closure over the Platinum Jubilee Bank Holiday weekend. The surgery will be closed from 6.30pm on Wednesday 1<sup>st</sup> June and re open at 8am on Monday 6<sup>th</sup> June. We are currently advising patients to request their medication in plenty of time to ensure no one is without medication or having to request urgent prescriptions over the Bank Holiday weekend. Access to urgent health care during the weekend will be available by dialling 111. Patients are not advised to attend A&E for non-emergency purposes.

**Covid19** – There are no current restrictions in place in surgery although mask wearing is still advised in high traffic and patient facing areas for both staff and patient safety.



**CQC** – The practice last had a face-to-face visit in August 2016 and a telephone review in November 2019. As these inspections usually take place every 3 years the practice anticipates another review this year. We try to ensure the practice has everything in place and always remains compliant. The probability of a visit, however, gives us the opportunity to look at the systems and processes we have in place and identify any improvements. We also use our complaints and significant events to highlight improvements that could be made to patient services and our PPG is an essential tool for regular feedback and decision making in this area. Any help or suggestions from the group are always welcomed.

**Next Meeting Date:** Thursday 21<sup>st</sup> July 2022 – 6.30pm in the Waiting Room - TBC