

Newbold Surgery Patient Participation Group



Minutes of the Meeting Thursday 24th November 2022

In Attendance:

Rachael Carrington (PM), David Jackman, Marilyn Hay, Robert Hay, Trudie Allen

Apologies received:

Sue Jenkinson, Sue Webb, Allan Wood, Sue and Bob Goodwin

Recruitment Drive

Minutes of July's survey were discussed, and Rachael confirmed what was being done at practice level around recruiting new members.

A new notice board in the waiting room proudly displayed the ethos of the group, what new members could expect if they joined and the dates of the next 3 meetings. Information has also been shared on social media and the practice website. It was hoped that this may be fruitful to secure new members, and 2 patients have already expressed an interest in joining the group. We anticipate that they may join us for our next face to face meeting in January 2023.

A brief discussion was had re Rachael having taken on the Treasurer, Chair and now Secretary Roles and how difficult it was for her to fit this in with full time practice management work. Members were asked again to consider if they would be prepared to take on one of these roles to help.

Ear Syringe

A member of the group asked for an update on the situation regarding ear syringes in practice. It was confirmed that this service has not changed since our last discussion. Ear Syringe is available to patients who have a clear clinical need. Patients would need to be referred after trying self-help ear care prior to requesting the procedure. The practice promotes healthy ear care in the first instance, this can take time but does work, and if followed regularly, will save most patients from needing to have manual removal of any build-up of wax.

General Practice Update

Flu Season - The Practice is now well into the flu season and vaccination of our practice population is going well.

Winter Pressures - We are beginning to see the usual trend with a spike in requests for appointments as we enter the main winter pressures period. The winter pressures period will last till March 2023 and the practice is in the process of trying to secure additional staff to accommodate this increase in demand.

Do Not Attend's - or DNA's as we call them are also high which is frustrating for the practice when we are desperate for appointments. **During the month of October 79GP and 132Nurse/Health Care Assistant appointments were wasted due to patients not turning up or cancelling their appointments.** The practice has advertised this on social media to try to encourage patients to cancel as there is always someone frantically trying to get an appointment who would have welcomed yours even if you cancel at short notice.



The group have helped the practice to work on reducing DNA's in the past and any suggestions were welcomed from the group. The practice currently sends out text reminders prior to appointments and asks to patients to cancel if the appointment is no longer required. It was suggested that a charge be made to patients who miss and don't cancel their appointments but unfortunately, we are unable to charge for missed appointments. It was also suggested that frequent offenders be asked to leave the practice list. Whilst we would not completely rule this option out, we would rather educate patients to cancel than ask them to leave.

Access to Medical Records – There is a big government push for patients to have access to the whole of their medical records online. Online access to medical records was originally due to be turned on in April 2022, it was moved to July 2022 then October 2022 then to 1st November 2022. The practice has grave concerns regarding the role out of this programme and has expressed these to the relevant governing bodies. Whilst we do not object in principle to patients viewing their records, we believe this should be done in a controlled and safe way for all. We are currently waiting for confirmation if access will be delayed further but as a practice, we are looking at ways to allow patients to access their medical records safely and in line with information governance guidelines.

AOB

Praise for staff member – A member of the reception team was described as pleasant with no malice and extremely patient tolerant. This lovely feedback will be passed on to the individual and recorded at her appraisal. The group member was thanked for giving this feedback. It was acknowledged that the Receptionists do a very difficult job and often suffer from abuse in their day-to-day role therefore positive feedback was always a huge morale booster.

PPG Funds – Rachael was asked to add this to the January agenda and consider any practice requirements which might be considered for purchase.

Dr Elmore Memory Plaque – Members asked again if this could be returned to the entrance, Rachael apologised that she had forgotten this had been requested. She will locate it and arrange for it to be secured to the wall as soon as possible.

Meeting Agenda – Agenda items were welcomed and anyone wishing to discuss anything in particular can email Rachael prior to the next meeting in January.

Date and Time of Next Meeting:

Thursday 19th January 2023 - 6.30pm in the Waiting Room