

Newbold Surgery Patients Participation Group

Minutes of the Meeting Thursday 15th March 2018

Persons present:- Rachael Carrington, Dr Rob Barron, Peter Bestwick, Sue Jenkinson, Judy and Barrie Shelbourne, Marilyn and Robert Hay, David Jackman, Pauleen Sissons

Apologies:- Sue and Bob Goodwin, Trudy Allen

Minutes of last meeting:-

Winter Pressures: Rachael explained to the group about Winter Pressures funding from the CCG and how this helps the practice to cover additional demand during the winter months. This year has been particularly difficult and without the additional funding which provides extra GP and Nurse appointments and home visits, the practice would not have been able to cope with the high demand for service that we have seen in the last 10 weeks. This is the first time ever that we have had to notify patients that the practice is struggling to see the number of people requesting appointments. The practice has encouraged patients to use appointments wisely and seek help from pharmacies and NHS choices if it is safe and appropriate to do so.

Dr Rob Barron joined the meeting and was asked to discuss an average day for a GP.

Dr Barrons day today consisted of:

8.30am start with 14 x 10 minute appointments followed by 5 emergencies then approximately 7 telephone consultations. After this he did paperwork, prescriptions, letters and test results. Throughout the day he had other interruptions from the nurses and admin staff requesting advice. He then had 15 minutes at 12.45pm together with the other GP's to share out the home visits for the day. Between 1pm and 2pm he went on 2 home visits and from 2pm till 3pm completed GP reports, solicitors reports and dealt with any other partnership needs. At 3pm he began afternoon surgery and saw 12 routine 10 minute appointments followed by a further 10 emergencies. In total he consulted with 48 patients today! His day ended at 7pm after our meeting. 11 hour days are not uncommon.

Building Update: All plans have been passed and talks are moving ahead at a pace. It is estimated that builders will be on site at the end of May/beginning of June. The group were informed that this will affect parking as materials and skips will be on site. Staff have been asked to car share, walk, cycle and park elsewhere whilst the build is in progress allowing for patients to park. An article will be included in the next practice newsletter informing patients of the disruption ahead and asking for their understanding at this time. Although we will experience a short period of disruption, we hope that everyone will benefit from the changes to the building and love the end result.

New Emergency Department at the Royal: Sue Jenkinson informed the group that she had visited the new emergency department for Out of Hours consultations at

Chesterfield Royal Hospital. This is available to patients as an alternative to DHU at Ashgate. It is reported to be a very good service where you can just turn up without an appointment. There are designated consulting rooms for GP's to see patients who do not need to have specialist care via A&E. Additional trolley rooms have also been built for ambulance patients to free crews to attend more calls.

Any Other Business:

PPG Funds: Rachael is to confirm the cost of a 24hr BP monitoring machine at the next meeting as there was a query re calibration and ongoing costs. The practice is also in need of a new Doppler and the cost for that will be confirmed at the next meeting for decision re purchasing. It was agreed that no chairs would be purchased till the design of the waiting room was confirmed. The group do not want to waste valuable funds purchasing items that may not be required soon. Rachael would prefer waiting room chairs to be well thought out and included in the build costs. It was agreed that the practice could go ahead and purchase 3 home blood pressure monitors at £67.68 each from PPG funds.

Questionnaire: Rachael asked the group if they would like to be involved in conducting a patient questionnaire in the waiting room as in previous years. This will be discussed again at the next meeting and suitable questions agreed.

Suggestion box: There was one message in the suggestion box stating that there were no on the day appointments available on-line. On the day appointments are available on-line but Rachael will discuss this with Jane with a view to increasing availability proportionately.

Newsletter: Members were asked if there was anything they wished to be included to let Sue know and she would inform Helen.

Coeliac Food Items: Across Derbyshire, these have now been stopped on prescription as they are more readily available in supermarkets.

Date of next meeting: It has been decided that future meetings should be on alternate months on the 3rd Thursday of the month to allow members to plan more easily. The next meetings will therefore be:

Thursday 17th May 2018 at 6.30pm in the waiting room

Thursday 19th July 2018 at 6.30pm in the waiting room (if building work permits)

The meeting was adjourned