

Newbold Surgery Patient Participation Group

Minutes of meeting on Thursday, 21st February.

Present were Heather Leigh, Practice Manager, Rachael Carrington, Dep. Manager, Dr Martin Bradley, GP Partner, Peter Bestwick, Chairman, Sue Jenkinson, Secretary, Kathryn Evans, Carmela Seville, Barrie Shelbourne, Stephanie Slone, Alan Wood, Trudy Allen, David Jackman, Sue Goodwin, Bob Goodwin, Alan Fearn.

Apologies were received from Dianne McCollum, Pauline Sissons, Sheila Hand, Helen Annett, Debbie Dyson.

The meeting was opened by Peter Bestwick and there were no matters arising from the previous minutes.

The automatic door has been fitted with a push button for disabled access. Members had a look at the completely refurbished clinical Room 4 and the District nurses' room. When the finishing touches are complete, the new waiting room carpet can be fitted and then the new chairs. The plaque to the memory of Dr Elmore has been ordered, and Sue will now go ahead and order a bubble tube for the waiting room. A new defibrillator has been ordered by the practice and the group is to give a donation towards this.

Heather is awaiting details of a donation.

Rachael explained she is trying to remove the graffiti from the new sign, and it will then come inside the building. It will be replaced outside by a smaller version placed higher up on the building.

The group looked at the results of the latest survey for the Care Quality Commission and the only question with several negative answers was the one asking if patients knew how to complain. Heather said that details are in the practice booklet, and in the newsletter, which is also displayed on the waiting room screen. It was suggested that a notice could be placed in the waiting room. Heather and Rachael said that it was usually possible to sort out problems without a formal complaint being made, but that forms were available if anyone wished to do so, and the practice seeks to learn from complaints.

Trudy made the point that people who are unable to telephone early in the morning find it very difficult to make an appointment, especially when working away and needing one sooner than the advance appointment system will allow. Dr Bradley explained about the difficulties they face with getting the appointment system to suit as many people as possible.

Heather then told a surprised group that she is leaving on 15th March, having been 'head-hunted'. The group is to have an extra meeting on 14th March to show our appreciation for her support.

Stephanie Slone has agreed to be treasurer for the group.

The next normal meeting will be on Thurs. 2nd May, at 6.30pm.