

Newbold Surgery Patient Participation Group Meeting

27th February 2014

The meeting was opened by the Chairman, Peter Bestwick.

The meeting was attended by Rachael Carrington, Practice Manager, Dr Robert Barron, GP Partner, Dr Amer Shariff, GP Registrar, Sue Jenkinson, Secretary, Stephanie Slone, Treasurer, Bob and Sue Goodwin, Barrie Shelbourne, Peter Bestwick, Chairman, Sheila Hand, David Jackman, Pauline Sissons.

Apologies were received from Dianne McCollum, Trudy Allen, Carmela Seville, Charmaine Saunders, Kay Baker, Margaret Thompson and Kathryn Evans.

At the previous meeting, members were asked if they could think of things in the NHS locally which could be changed.

Suggestions to take forward to the next meeting of the Locality PPG were

1. Sharing better practice
2. Stopping unnecessary ambulance bookings from surgeries.
3. A walk-in clinic.

The bubble tube is now working in the waiting room.

Rachael pointed out the new notice board for the PPG to use, with a table beneath for book sales.

She then went through the results of the Patient Survey and thanked group members for carrying it out.

Most results showed an improvement on the last survey, which was good news, and we looked at the comments made. There were quite a few suggestions for charging those who did not attend! The practice is now sending text message reminders of appointments and also to patients who do not attend. This will be monitored over three month intervals to see if there is any improvement in DNA rates.

The North Derbyshire Clinical Commissioning Group website has, as a news item, the CQC report praising the Surgery, following their visit.

Rachael explained the difference between the two types of record sharing which have been in the news. The first, Summary Care Record, for patients who have not opted out, means that a doctor or hospital can access, with your permission, any medication you are taking and any allergies, e.g. when you are away from home and are ill or have run out of

medication. The second is where data can be collected anonymously, from your record, to assist with statistics on various conditions, improving treatments, planning services. Your permission is needed.

The dates of the next meetings are Thurs 1st May and Thurs 26th June, at the usual time of 6.30pm.