



**PATIENT REFERENCE GROUP MEETING**  
**DATE: 7 OCTOBER 2022 – VENUE: NEWHALL SURGERY**

**MINUTES**

Welcome and Introductions.

Julie explained the new Management Structure to the PPG members. A management structure was given to all members for information.

Julie ran through the Terms of Reference with the group, amendments were noted, and these will be altered in due course. Confidentiality agreements were passed to members of the group for them to read through, sign and return.

Discussion around electing a chair person for the group. PRG members did not think this would be the best way forward and agreed to continue sending the agenda out and minutes. This change has been reflected in the Terms of Reference, to be re-circulated and signed by all members.

Members were asked whether they wanted to stay anonymous when Ruth and Julie send emails to the group, members were happy to share email addresses with each other and happy to have their names put on the website, however, e-mail addresses would be withheld.

NHS Choices – Ruth had sent text messages out to all of the patients that had attended the previous flu clinic with a link to the NHS Choices website to add a review. We have received 33 reviews to date and we now have the highest number of reviews in the Swadlincote area. Encouraged PPG members to review and also promote when speaking with other patients from the Practice when possible.

Julie asking for suggestions for a mission statement for our PRG. It was suggested and agreed this would be 'Working Hard at Being Better'.

There was a discussion and suggestion of attending 'The Old Post' in Newhall to share information with people who are not proficient on the use of the internet. Suggestion that a member of the PRG would attend once a month to share information with people using a pre-prepared sheet.

Issues were raised around making appointments and the telephone system. Julie explained we are aware of the current issues and are looking at giving alternatives for contact and communication, additional e-mail address and reviewing the current telephone system.



Receptionists were discussed around treatment of patients and attitude and the training that was provided to staff. Patient attitudes were also reflected upon.

Discussion around waiting for the GP to call, either AM to PM. Members informed that patient can specify when booking the appointments i.e. 'Do not call between school run times' this information can be added onto the appointment information. Clinicians' will do their best to respond to these requests.

Suggestion at leaflet dropping at local companies to get Newhall Surgery re-acquainted with the area, advising on the services we offer and the signposting for appointments in other premises locally. Suggestion of leaving information at Garden King and Bretby Garden Centre.

A discussion was had about ensuring the sustainability of the Practice, the fact that Newhall had employed additional clinical staff and the need to encourage more patients to register with the Practice.

Flu clinics – Julie thanked members for volunteering to help out at the 'flu clinic. A suggestion was made that at the next 'flu clinic, which was to be held on Sunday 9 October, a member of the PRG could talk to patients about the group to try and encourage more members to join. The Practice would also be handing out patient feedback forms.

Julie stated we would like to put some information on the website with regards to the PRG. Discussion on wording to include was agreed.

Two projects discussed for next year, MacMillan Coffee Morning and a PRG member attending the 'Old Post'.

Changes in the reception area were mentioned and that it was a good improvement. Julie informed the group that the Partners and Management were working hard to provide positive changes to the patient experience and wish to continue to promote best practice, good communication and great provision of services through every planned change. The Practice always appreciates and considers constructive feedback.

Future PRG Meeting dates:

**Friday 20 January 2023**

**Friday 21 April 2023**

**Friday 21 July 2023**

**Friday 20 October 2023**