



PATIENT REFERENCE GROUP MEETING

DATE: 21 APRIL 2023

VENUE: NEWHALL SURGERY

MINUTES

Welcome and Introductions.

GETUBETTER App

Ashley introduced and discussed the new App with the PRG Members, explaining the use of this App in its entirety. Leaflets were handed out to members.

Julie confirmed that the app and the QR code would be available via our Facebook page and website.

Ashley - Health & Wellbeing Coach

Ashley introduced himself and explained his role. E.g., discussing patients' weight, motivation, low level mental health, pre-diabetes, anxiety and offering support and guidance to our patients with a step by step approach.

Ashley informed the group that he met Tor Adams at SDDC, part of the get active Derbyshire team yesterday, had undertaken Walking Coach training. Ashley would like to start a walking group and confirmed that this hopefully will be starting shortly.

Macmillan Coffee Morning

Planned to take place on 29 September 23, just awaiting insurance confirmation, discussion around volunteering Brian and Julie confirmed they could volunteer.

Ruth confirmed we have contacted local businesses who will be donating some raffle prizes. We are looking at selling tea, coffee and cakes. Running a raffle and may hopefully have a couple of local stalls. Staff from the Surgery and other local Services are intending to be available. PPG Networking Group will also be asked if they wish to attend.

Online Booking

Confirmed as from today blood tests and smears are available to book online, patients are able to choose which GP they would like to see for continuity of care. GP appointments can be booked up to a month in advance. Julie notified everyone that Nurse appointments will be available to book online shortly for long term condition reviews.

- 1 -

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Trainee GP

Explained how we have just had one medical students here for six weeks who have finished with us today. We will be having another one starting next week.

Dr Gilbourne has just started who is a Trainee GP, the same as Dr Phee. Julie F commented that the trainee GP's are thorough in their approach and appointments.

F2 doctors will be starting towards the end of the year.

Home Visiting Service

Informed the PRG Members how the HVS is now increasing the number of days that they offer the service from 3 days to 5 days a week.

Facebook

Discussion around advertising our Macmillan Coffee Morning on the local Facebook groups but blocking any comments from being added as we do not want any negativity.

Telephone System

Julie confirmed that the Surgery will be having a new telephone system. Julie explained the benefits of this new system and how Patient Services will be able to see reviews/conditions/appointments needed for the patient they are speaking with. We will no longer be asking patients to call back after 1pm, this will be phased out. If we cannot offer you an on the day appointment or one for the next day or two, we will add you to a waiting list and call you back when more appointment slots are available.

PPG Networking Meeting

Ruth had tried to look for the dates of the next PPG Networking Meeting but so far has been unable to find out any information. Brian confirmed he did attend the last one via Microsoft Teams. Ruth stated once she had further information she would send this out to the group.

Race for Life

Informed the members that we will as a Surgery will be doing the Race for Life on 9 July 23 in Derby.

Covid Jabs

Julie explained how the invites have been sent out for the over 75's for their spring booster covid jab. These will be undertaken at Gresleydale Healthcare Centre who are running clinics for the whole PCN. Immunocompromised patients will be contacted shortly. Housebound and Care Homes will be undertaken in early May.



Feedback

A lot of Surgery changes have happened over the last 12 months, these have all been positively received. Feedback has all been positive since we upgraded our telephone system, more appointments available and now having these accessible online.

Julie confirmed that we do want to be more accessible to the patients and community, offering more appointments earlier in the day and later in the afternoon to help the patients that work.

Future PRG Meeting dates:

Friday 21 July 2023

Friday 20 October 2023