



## **PATIENT PARTICIPATION GROUP MEETING**

**DATE: 11 DECEMBER 2024**

**VENUE: NEWHALL SURGERY**

## **MINUTES**

### **Attendees:**

Julie - Business Manager  
Judith – PPG  
Lynn – PPG  
Bob - PPG

Nelle - Practice Manager  
Brian - PPG  
Sharon -PPG

### **Welcome**

Julie thanked everybody for attending the meeting and introductions were given.

### **Update on Ragsdale House, Woodville**

Julie confirmed that Ragsdale house was being used as an Extended Access Centre and was also available to patients each day of the week. It was confirmed that Practice staff who are employed under the ARRS model (between all 5 local Practices) were working out of Ragsdale rather than within the Practices. This refers to the Paramedic and Advanced Nurse Practitioner. It is envisaged going forward that further staff/roles will be available from Ragsdale. It was reiterated that this is a service undertaken by Newhall to provide appointments for our patients and was available every day. Information has been circulated on Facebook, is available on the website and further patient communication will be undertaken by Swadlincote Primary Care Network.

### **Drakelow Update**

Julie is currently in talks with Drakelow developers, planning department, architects, solicitors and builders. Open Meeting to be organised in February/March to provide an update to local residents/patients on the design of the building, services offered, a chance to ask questions and meet the personnel involved in the project. Further information will be shared in due course.

A Frequently Asked Questions Sheet was given to each attendee to understand if there were any further questions that the Practice may need to consider other than those listed. PPG members will return with any comments/questions.

### **Staff Update**

Two new apprentices have started with the Practice. We ask patients to bear with us as they learn the systems and signposting requirements of the role.

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We have employed a Nurse Manager / Advanced Nurse Practitioner – she will be joining us in February. Our Nursing team is now complete with an Advanced Nurse Practitioner, Experienced Practice Nurse, Nursing Associate and a Healthcare Assistant.

We are updating competencies and training to ensure that we continue to provide an excellent service, this includes the timely and necessary long term conditions reviews.

Our Advanced Clinical Practitioner has settled in well and triages, investigates, prescribes and advises patients. She has many years NHS experience.

Dr Nathan, GP has joined the team and settled in well. He has a special interest and experience with transgender and gender dysphoria patients.

Four new GP Trainees are on rotation currently for a period of approximately three months.

Currently advertising for a Clinical Administrator on NHS Jobs.

### **Newhall Building Works**

The practice has applied for funding for building works. This will enable a further consulting room and an improved education area. Works are expected to commence in February/March should funding be approved. Patients will be advised of any further developments.

### **Pilot Projects and Support Groups**

The Partnership and Management Team are looking to be involved in local pilot projects and are in discussion regarding funding for a local support group. This is at very early stages and if successful patient communications will be distributed.

### **Annual Health Checks / Medication Reviews**

Nelle gave a presentation of the activity with long term condition reviews and medication reviews. She explained in detail how this process was undertaken and the patients that had been contacted and the activity in this area over the last year. The PPG were surprised at the amount of reviews necessary for the patient population and how many reviews of each kind had been undertaken. Discussions were also had about persons who DNA'd (Did not attend) their appointments and felt this was an area of education for the patient population. Explained that audits were shown on Facebook.

The process is working well. Reviews are slightly behind due to the necessary induction period of the new Nursing team. Once the competencies and training are finalised we will be back on track with our reviews.

For information: In December we issued 197203 items on prescription. We currently use the Electronic Prescription Service (ePS), which means your prescription goes electronically to your nominated pharmacy. This also means that if your nominated pharmacy is not able to prescribe

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your medication you can visit another Pharmacy and ask them to draw this down from the spine (cloud) so that you are able to access your medication at the pharmacy of your choice. Certain patients are eligible for eRD. This means your prescription is set up for a year and can be drawn down at agreed periods. If you are interested in the service, please discuss this at your next appointment.

Further details were given on requirements to ensure safe prescribing.

## **Any Other Business**

A walking group has been set up at Newhall Surgery with Claire our Health & Wellbeing Coach. If anyone would like to volunteer as an accompanying group walker could they please let Julie know via [ddicb.newhallenquiries@nhs.net](mailto:ddicb.newhallenquiries@nhs.net).

We are looking for additional members to be involved in the PPG, whether this be virtual or face to face. If you are interested please let Julie know via the e-mail address above.

## **Future Meeting dates:**

Wednesday 12 March 2025	2:00pm to 4:00pm
Wednesday 11 June 2025	2:00pm to 4:00pm
Wednesday 10 September 2025	2:00pm to 4:00pm

We would like to thank our PPG for their support this year and wish them a very Merry Christmas and a Happy New Year.