

Summary notes of the June 2023 Newbury Street Practice Patient Participation Group Meeting

Present: Helen Carter, Sandie Helm, , Julie Maberley, Bernard Connolly , Tom Thacker, Dr Carrie Ladd (Practice) Robin Somers (Practice)

Apologies: Lyn Davis, Lyn Davis, Andrew Lewcock, Bernard Connolly, Rosemary Strickland, Janet Parker Diana Donald

The meeting was a joint meeting with the Church Street Practice (CSP) Patient Group; it is helpful for the Patient groups to meet from time to time and compare Patient Experiences and issues; in these notes CSP specific issues will be omitted as the CSP PPG will report them separately.

PCN update

Two new Care Coordinators have joined the PCN team and are undergoing training at present and shadowing various members of the Practice teams, they are Jenny Bahar and Emma Wemyss. They will collaborate with the Social Prescribers, Health & Wellbeing Coach, and the Mental Health Practitioner. Nazat Fahmi, the Clinical Pharmacist is leaving to continue her career with another PCN. Emma Talbot a Pharmacy Technician joined the team in February and she will work alongside Toyosi Akinbami the Senior Clinical Pharmacist.

Practice updates

Dr Ladd introduced Robin Somer, the new Practice Manager. He said he has been in the post for 6 weeks and is still learning his way around and hoping to make some improvements.

The Practice is currently being reinspected by the CQC and they have contacted some of the PPG Committee for their feedback. Patients are beginning to see the changes being made.

Pre-bookable appointments are being opened up.

Health Centre Extension

The Plans are being tweaked and the Health Centre should be completed by Christmas.

The Pharmacy is taking longer than expected to complete and Lloyds are based in a Container in the car park at the back of the Health Centre. It was pointed out that there was no shelter for people to wait under should it rain as Lloyds can only accept two people in the shop at any one time. It was requested that this problem be looked into soonest before the bad weather comes in.

Action – Julie to pass these comments onto Assura and Lloyds

Joint Newsletter

The next Newsletter has been prepared and its contents were reviewed. It was decided it would go out as a July/August Newsletter and have a digital version online.

It was suggested that the front page be changed so that it stood out and that patients could see that it was a new Newsletter.

Health and wellbeing event.

Helen Carter collated the feedback from F/B forms from visitors to the Wellbeing Day. It was considered to be a that it was a successful day. We had over 120 Organisations attend. The feedback highlighted the disappointment that there were no refreshments. (It should be noted that we did request refreshments, and they also stopped us from getting a Coffee van outside the Beacon!!)

Some talks didn't happen when they were supposed to.

The CPR demonstration didn't go to plan as not given enough time to do the demonstration.

It was suggested that the event be repeated in 2 years time.