

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

Present: Helen Carter, Sandie Helm, Andrew Lewcock, Julie Maberley, Janet Parker, Tom Thacker, Lyn Davis, Dr Carrie Ladd (Practice)

Apologies: Lisa Auchinvole, Bernard Connolly, Rosemary Stickland

Practice update

a. Staffing

- i. One GP is on Maternity Leave and will be returning in the Autumn and another GP is on Sick Leave. A new GP will be starting in August.
- ii. A Nursing Associate joined four weeks ago.
- iii. The Practice is advertising for a gap year student who is interested in a career in Health Care to spend a year with the Practice. This has worked well in the past.

b. Appointments

- i. A 1/3 of appointments can be pre-booked (generally up to 2 weeks in advance) and 2/3 on the day.
- ii. The Practice has introduced a Prescription List and Reception List.

c. Building Extension.

- i. This is progressing well and it is hoped that the Waiting Area will be finished earlier than expected. The Practice will update us in September.
- ii. The Post Box for Prescriptions is now on the fence by the NS Reception front door.
- iii. The disabled toilet is on the CS side of the temporary fencing.

d. CQC Update

- i. The CQC re-inspection happened two weeks ago and went well. They were impressed with the changes put in place. There are still some improvements to be made. Dr Ladd thanked those on the Committee who completed the feedback forms, these had a positive response.
- ii. The NSP PPG Annual General meeting will be in November . It is hoped the AGM can be held in the new Health Centre The next talk will take place at the AGM in November. This will be on 'Right Care, Right Time, Right Place', may also cover plans for Pharmacy Prescriptions, and Self-referral

The impact of the BOB Integrated Care System on primary care will be watched and examined by the PPG and through the South Oxfordshire Patients Association.

Newsletter No 5 has been printed and ready for distributing.