



Notes of Meeting of Newbury Street Patient Group Thursday 4th January 2024 - By Zoom

Present: Lisa Auchinvole (LA), Becky Collins (BCo), Bernard Connolly (BC), Helen Carter (HC,) Sandie Helm (SH), Andrew Lewcock (AL), Julie Maberley (JM), Janet Parker (JP), Tom Thacker (TT), Lyn Davis (LD), Dr Carrie Ladd (CL) (Practice)

1) **Apologies** None

2) **To approve notes from 7th December** - Approved

Most of the actions from previous meeting had been completed or were scheduled for discussion at the meeting.

a) CL announced that there is another full CQC inspection due week commencing Monday 22nd January 2024.

b) LA outlined her work on a plan on "how we encourage people to use the NHS app".

c) CL reported response rates for feedback;

i) Only a few paper forms in box in surgery during October-December.

ii) Web site had 18 responses over 3 months, 8 very good, 10 poor or very poor.

iii) Text responses are far higher, 636 in October no number quoted for November and 202 replies so far in December, with overall approval ratings of 86% in October and 93 % in November.

The patient engagement campaign has been working as these text response numbers as significantly higher than they were 12 months ago.

3) **Suggested work plan for 2024;** No amendments offered during meeting.

4) **Monthly update;**

a) Dr Marie Brimfield has joined the practice, one patient coordinator has left and they are recruiting for another. Dr Ewart has returned from Maternity leave.

b) New Build progresses, signage is in place and more lights in the car park.

c) JP asked for more chairs with arms in the waiting room. LD asked what happened to the old waiting room chairs, but CQC infection control insisted the old Fabric chairs could not be re-used.

d) Care Navigation tool kit running for Patient Coordinators, and screen display demonstrated by CL addressing Sore Throat. About 150 slides guide the Patient Coordinators to most appropriate support.

e) GP Access Prioritisation card scheme texts/letters will be sent out to about 160 patients in the next few weeks.

f) CL announced the new Practice Mission Statement. 40 out of 43 staff responded in preparing it;
- Kindness
- Compassion
- Professionalism.

g) CL talk from the December meeting has been crafted into an 8-page document that will be posted on the web site, so anyone who wanted notes from the talk can have a copy of this from the web



site. HC asked for a copy and CL suggested a laminated copy could be supplied for the outreach talks.

5) Future Talks.

NHS app talk when CQC review has been completed.

6) Systems

NHS app revise the user guide documentation

7) SOPA

Little useful input from BOB ICS to date.

8) Wantage Hospital Progress.

Meeting to be held 11th Jan 2024. This is the only chance for the public to hear the recommendations from the Study group before it goes to the NHS for ratification. The Town Council Health subcommittee meeting will take place the following day.

9) Communications.

- a) Next PPG meeting is a joint one with the CSP PPG, at 2.00 pm on the 8th February.
- b) PPG Pin board in reception to include TOR and committee membership.

10) Topics for Newsletter

- i) Healthier together App
 - ii) Carries document on web site
 - iii) Short note on the Care Navigation including the Quarter back role for the care Navigators.
- b) LD raised the topic of getting an email mailing list of patients to be kept up for Newsletter electronic communications and data protection issues. A detailed discussion ensued relating to Data protection and automated mailing systems.

11) Treasurers Report

Balance £ 285.33

12) Date and time of Next meetings.

- a) Next PPG meeting is a joint one with the CSP PPG, at 2.00 pm on Thursday 8th February.
- b) NSP PPG Social gathering at 7:30 pm Thursday 8th Feb in the reception area. Front Door will be locked at 8pm

Dated 10 January 2024

Andrew Lewcock