

**Patient Group Meeting Minutes 12th December 2023 7 – 9pm**

Attendees – Dr Kevin Barrett (GP Partner, New Road Surgery), Catherine Garibaldi (Practice Manager, New Road Surgery), Sharon Taylor (Reception Team Lead, New Road Surgery), Dr Clare Dyer (GP Partner, Baldwins Lane Surgery), Denise Wait (Practice Manager, Baldwins Lane Surgery). This was an open meeting for all patients from both New Road Surgery and Baldwins Lane Surgery. Total number of attendees was 38 - 22 from New Road Surgery and 16 from Baldwins Lane Surgery.

Agreed minutes of last meeting 19/9/23 – for all minutes see Patient Group area on the website at www.newroadsurgery.info (note this is renamed from PPG following feedback from last meeting)

Practice update

Dr Kevin Barrett, Dr Clare Dyer, Cath Garibaldi and Denise Wait presentation – including merger reasons, effect on patients and the new Patient Participation Group. See slide dec.

There was a lot of patient engagement in the discussions around the potential merger. We are reviewing the current appointment booking systems and patients fed back frustration with the New Road phone system including queueing to then be told there are no appointments available. The new phone system should reduce frustrations with calling in at 8.30am and 2pm. Both surgeries do have online consultation options available and that we are looking at how to best use these.

Where demand exceeds capacity, we are working on the best way to ensure that clinical resources and appointments are appropriately directed according to medical needs. This may mean that patients are directed to alternative clinicians, not always a doctor. We were pleased to hear that when people do attend our services, they are very happy with the care that they receive.

The lack of new premises was queried, and we confirmed that this is something that we are continually looking at. With every discussion regarding potential new developments in either Croxley or Sarratt, we make representations regarding the provision of additional healthcare facilities to best meet the needs of the local community. Due to new regulations about the required sizes of clinical rooms, a far larger premises would be required to house a new practice than the current sizes of the three sites in New Road, Baldwins Lane and Sarratt.

There were further questions around the musculoskeletal service which is commissioned by the local part of the NHS England (NHSE) – Herts and West Essex Integrated Care Board (HWEICB). There was also discussion about the new booking system for the Watford blood clinic.

It was queried whether the proposed merger is likely to go ahead. We confirmed that although it is still subject to official approval, it is strongly supported by both the HWEICB and NHSE.

PPG Membership

Any patients who would like to be involved in the PPG can just come along to the PPG meetings. The dates will be advertised in our waiting rooms and on our websites.

PPG Goals and Objectives 2024 – appoint PPG chairperson and secretary and support the merger between New Road Surgery and Baldwins Lane Surgery.

Action Log - Date of Next Meeting: 23rd January 2024.

Recruit more PPG members including Chair/vice-chair and secretary roles.

