



# **New Road Surgery and Baldwins Lane Surgery**

**Patient Participation Group Meeting  
23<sup>rd</sup> January 2024 from 7pm**

# Introductions

- Dr Kunal Patel, New Road partner
- Catherine Garibaldi, New Road practice manager
- Sharon Taylor, New Road reception team lead
- Dr Clare Dyer, Baldwins Lane partner
- Denise Wait, Baldwins Lane practice manager

# New Partnership

- New partnership
  - Claire Chesworth
  - Clare Dyer
  - Clare Jenkins
  - Kunal Patel

# Last meeting - What will happen before the merger

- Baldwins Lane building
- Sarratt building
- Review of best use of sites and staffing of each site
- New Road phones upgrade and merge with Baldwins Lane phones – both numbers to continue
- Clinical systems merge
- Setup combined appointments system
- No impact on referrals or hospital appointments

# Update - Baldwins Lane building

- Work started January 24
- Due to be finished April 24
- Service provision across both sites from 2<sup>nd</sup> April 2024
- This has helped with the New Road room rota

# Update - Sarratt building

- No update – awaiting planning appeal decision
- Single consulting room does not allow for best use of clinicians – cant run any services that need supervision except dispensing in the very small room
- Waiting room could be changed into a second consulting room
- Dispensary could become a (very small) reception and waiting room
- We cannot restore dispensing if we need to change how we use the building

# Update - New Road phones

- Cabling today!
- New phones - February 24
- Staff training - February 24
- We can then make changes e.g. updating messages – March 24
- Ready for merger with Baldwins Lane phone system – April 24

# Update – clinical systems merge

- Clinical systems merge – mid May
- Will require different booking arrangements for New Road and Baldwins Lane patients in the interim
- Doctors will be able to see your notes and full clinical history





# Update - Appointments

- Single appointments system – from 2<sup>nd</sup> April 2024
- Changes to how appointments are booked for both New Road and Baldwins Lane patients
- Please see [www.newroadsurgery.info/appointments/](http://www.newroadsurgery.info/appointments/)

# Patient Survey Results

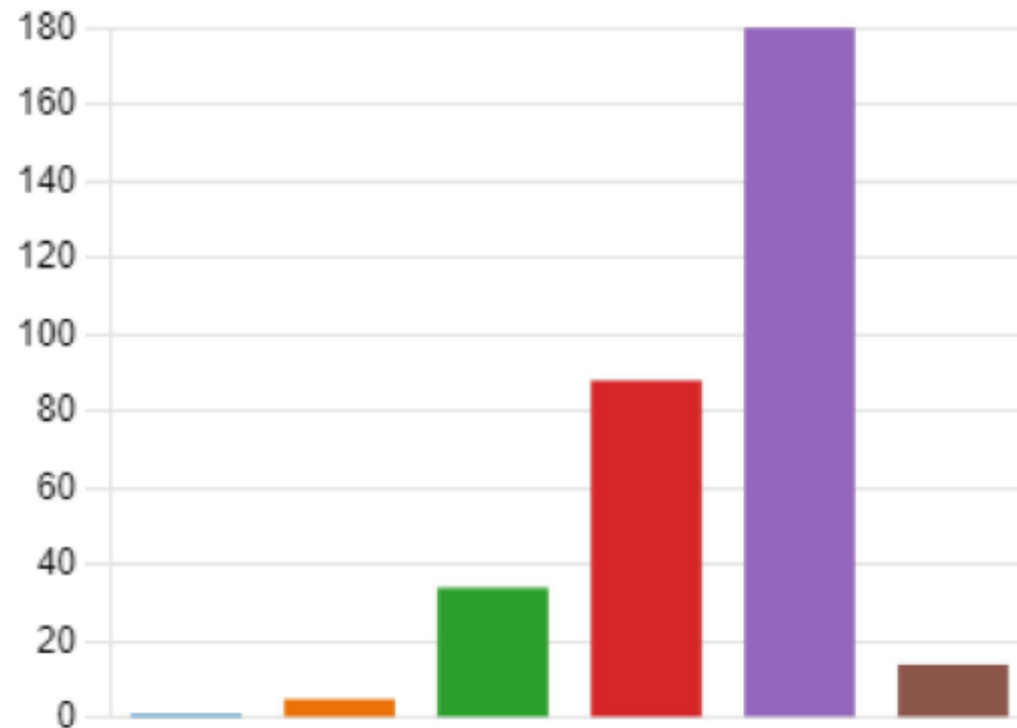
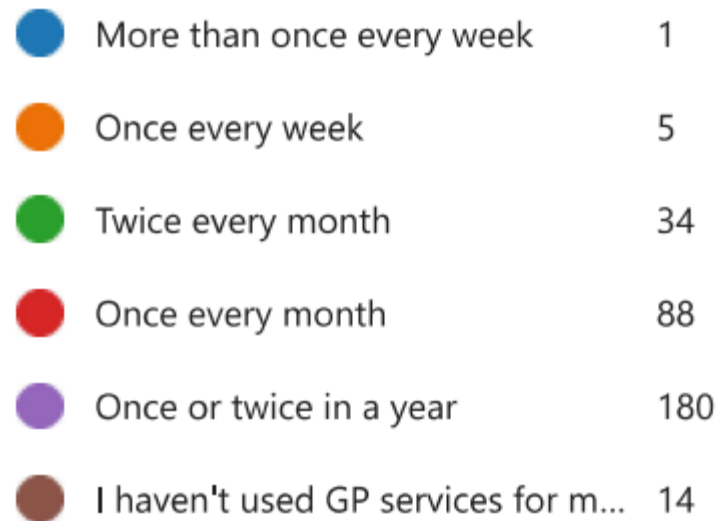
1. Which practice are you currently registered with?

	New Road Surgery	245
	Baldwins Lane Surgery	77



# Patient Survey Results

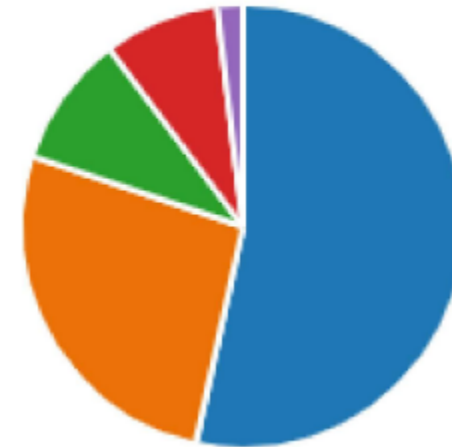
2. In the last 12 months how often did you use services at your GP practice?



# Patient Survey Results

3. How satisfied are you with the GP services you receive now?

● Very satisfied	172
● Somewhat satisfied	86
● Neither satisfied nor dissatisfied	31
● Somewhat dissatisfied	27
● Very dissatisfied	6



# Patient Survey Results

4. Have you read our announcement and the Frequently Asked Questions (FAQs) about the proposed merger between New Road Surgery and Baldwins Lane Surgery?



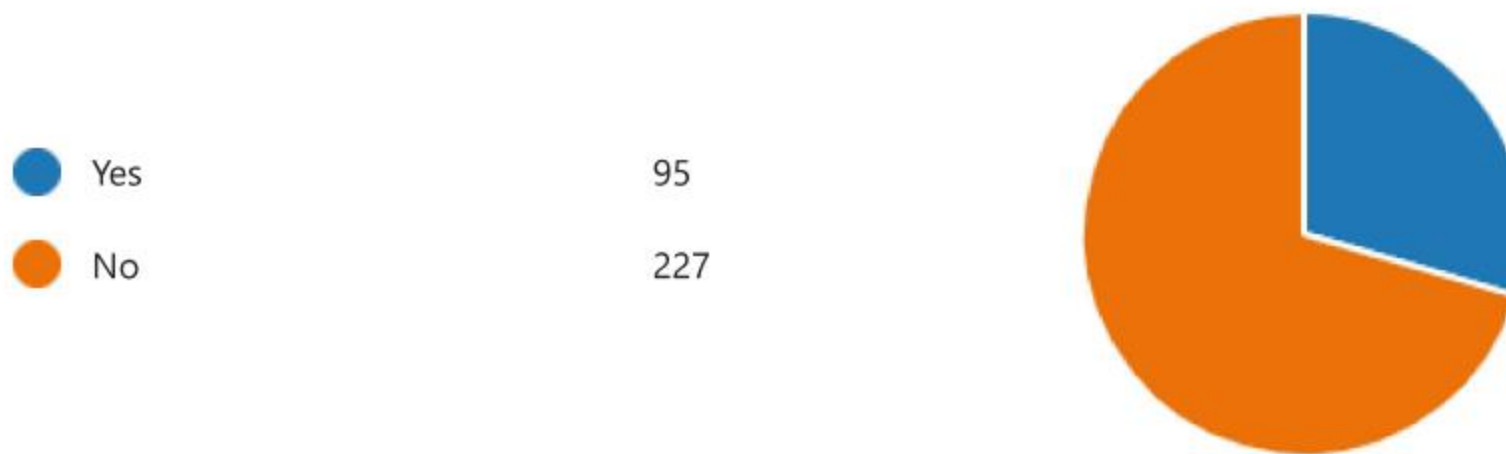
# Patient Survey Results

5. Do you understand the reasons why New Road Surgery and Baldwins Lane Surgery are proposing to merge together?



# Patient Survey Results

6. If the practices merge, do you think this would create any challenges for you in accessing your health care?



# Patient Survey Results

7. Merging the practices would allow patients to attend appointments at both practice's sites. Would this be important to you?





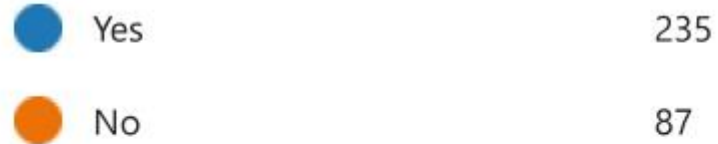
# Patient Survey Results

8. Merging the practices would give you access to more different types of clinical appointments. Would this be important to you?



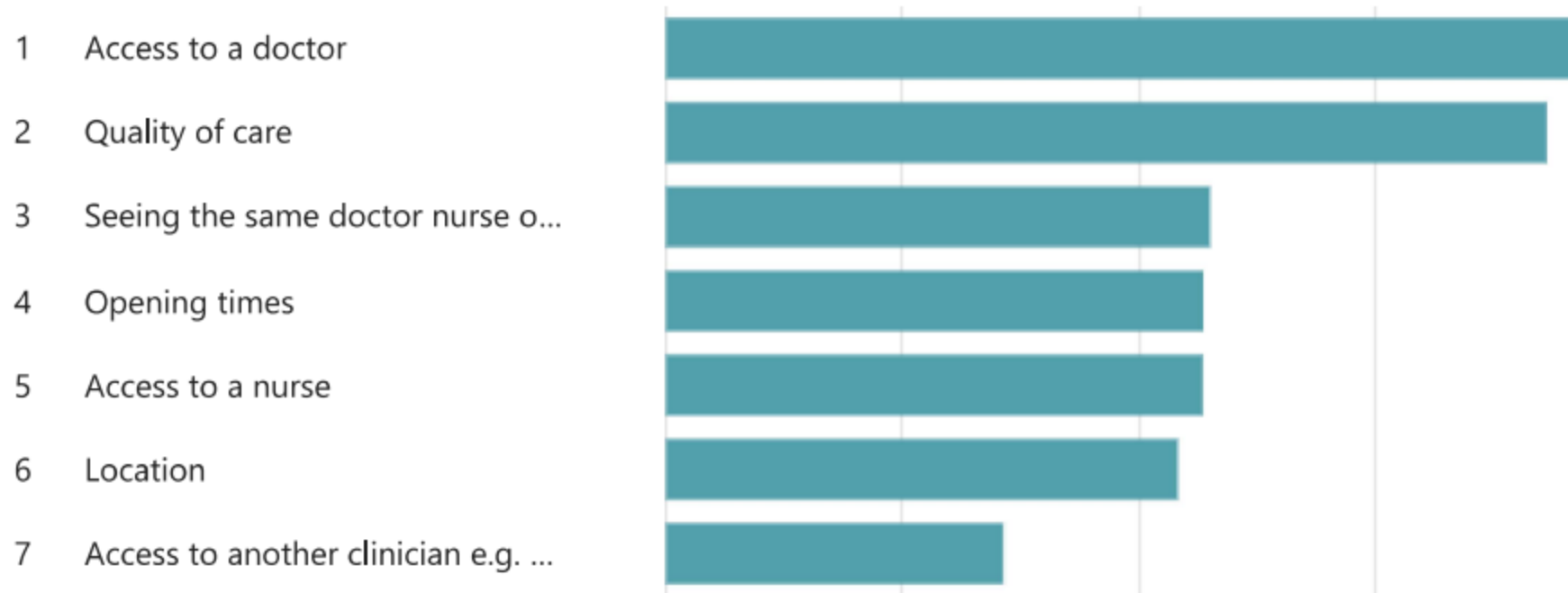
# Patient Survey Results

9. Merging the practices would increase the availability of nursing appointments. Would this be important to you?



# Patient Survey Results

10. Please can you rank the following from most important to least important



# Patient Survey Results

11. Your feedback is very important to us. Please let us know of any additional comments that you may have about the proposed merger.

86 respondents (27%) answered **appointments** for this question.



# Patient Survey Results

12. Do you have any suggestions for the name of the new practice?

66 respondents (20%) answered **Croxley Green** for this question.



# Patient Survey Results

13. Our next Patient Group meeting is on 23rd January 2024, and we're inviting patients from both practices to attend. Are you interested in the Patient Participation Group?

● Yes

107

● No

215



# Have Your Say

- Join our Patient Participation Group
- Patient/Carer Representative
- Practice Representative
- Chair/Vice Chair
- Secretary/administrator
- See PPG Roles and Responsibilities





## New Road Surgery Patient Participation Group

### Roles and Responsibilities

#### Patient/Carer Representative

##### Role:

- To attend PPG meetings and to provide regular feedback to the practice about the quality of the services it provides.
- To have a role in the designing and monitoring of the practice's services, so influencing improvements
- To support and positively promote the practice's services
- To support the practice's health promotion events and work with them to improve health literacy among patients

##### Responsibilities:

- To work collaboratively with patients and the practice team
- Be willing to voice opinions and contribute to discussions
- Listen to and reflect the views of other patients and carers
- Be aware of the contents of the PPG Information & Support Pack eg Terms of Reference
- Be able to attend meetings regularly
- Be aware of the activities of both the Face-to-Face and Virtual PPGs, if both exist
- Whilst observing confidentiality, talk to other patients and carers to pick up comments and concerns in the practice community
- Promote the PPG – seek out ways to disseminate information gained from networking opportunities
- Read agendas and papers in advance of meetings
- Be polite, objective and constructive in discussions and be aware in these discussions of the Equality Act 2010's protected characteristics of age; disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.
- Be proactive and positive
- Take advantage of any training and development opportunities provided by the NHS/practice.

#### Practice Representative

This could include the following:

- Provide introductions at the first PPG Steering Group meeting
- Support the Chair and other members to ensure the success of the PPG e.g. identifying any training needs they might have
- Ensure all members of the PPG Steering Group receive proper inductions so they can fully understand their roles and responsibilities
- Collaborative with the PPG Steering Group in the action planning for surgery priorities and patient engagement

#### PPG Chair/Vice Chair role

- Set the agenda of the PPG Steering Group meetings with practice staff
- Ensure all PPG members have an equal opportunity to contribute to the meeting
- Ensure all agenda items are discussed in a timely manner
- Ensure actions are recorded and steps are taken to follow them up and implement them within an Action Plan

#### PPG Secretary Role

This might be a patient or a member of practice staff

- Be responsible for supporting the chair and ensuring the group runs smoothly
- Take notes at the meeting and circulate them. The notes should include all action points agreed at the meeting
- The notes should be shared using the agreed method of communication for PPG members e.g by email or post and be available on the dedicated PPG page on the surgery website
- Clear purpose focused on impact and clearly adding value



# Have Your Say

- Statement of Purpose
- Terms of Reference





## **New Road Surgery Patient Participation Group**

### **Statement of Purpose**

1. A Chair and Secretary will be appointed to the PPG Steering Group. The Practice will nominate personnel from the surgery to support the PPG function.
2. The PPG Steering Group members will work in a voluntary capacity
3. PPG Steering Group members will respect patient confidentiality at all times
4. All persons registered at the practice will be invited to join the PPG and at anytime, can give notice of their decision to be removed from the PPG database
5. The PPG and practice will endeavour wherever possible to address any special patient requests for participation in face to face or/virtual meetings
6. Any personal contact details will be used for the purpose of the surgery being able to contact patients and carers to seek feedback on services they may be using in the practice
7. No personal or medical information will be requested by the surgery or PPG at anytime.
8. There will be a PPG page on the practice website and a dedicated PPG email address for contact on PPG matters only.
9. All PPG information, notifications and updates will be posted on the website, all communications will come from the dedicated email address
10. The PPG is committed to working in partnership with all members of the Practice.
11. All communications will be open and transparent, PPG meetings will be minuted and updated to the PPG page on the website
12. The PPG will adhere to the practice policies and procedures relating to dignity and respect for patients and healthcare personnel at all times.
13. The PPG will direct any complaints to the Practice Manager as set out in the Complaints procedure.

# Thank you for coming

