



Patient Group Meeting Minutes 23rd January 2024 7 – 9pm

Attendees – Dr Kunal Patel (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 8 - 5 from New Road Surgery and 3 from Baldwins Lane Surgery.

Agreed minutes of last meeting 12/12/23 – for all minutes see Patient Group area on the website at www.newroadsurgery.info

Practice update

Dr Kunal Patel, Dr Clare Dyer, Cath Garibaldi, Sharon Taylor and Denise Wait presentation – including merger update and the new Patient Participation Group. See slide dec.

Communications around the meeting were discussed and while more patients attended the previous meeting just after the merger was announced, it is hoped that going forward we will be able to setup a patient group based on the interest and patient engagement from the merger meetings.

Patients raised queries around how the new phone system will work (and issues with the current New Road system). There was also discussion about what the appointments system will be and that where patient demand is higher than capacity, care needs to be directed according to patient need.

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: Please see dates will be advertised in our waiting rooms and on our websites **Recrwebsites. PPG members including Chair/vice-chair and secretary roles.**

