

THE BEACHES MEDICAL CENTRE

Sussex Road, Gorleston, Great Yarmouth, NR31 6QB
C/o Shrublands Health Centre, Magdalen Way, Gorleston, Great Yarmouth, NR31 7BP
Station Road, Hopton, Great Yarmouth, NR31 9BE

Tel: 01493 414141

Email: thebeaches.mc@nhs.net

Website: www.thebeachesmedicalcentre.co.uk

Minutes of Meeting PPG

Date: 31st May 2023

Time: 12pm - 1pm

Venue: Meeting Room Hopton Surgery

Attendees:

Practice Staff:

Caitlin Clarke - Business Manager

Vikki Duffield – Receptionist/Phlebotomist

Tracy Sheldon-Batt – Secretary

PPG Members:

Lynn Gibbs

Graham Dunhill

Victor White

Richard Knibb

Christine Smith

Apologies

Linda Browne

Katherine Newman

Updates.

- New phone system now installed which is cloud based and calls are monitored through PC. All went well. System will be updated in future to include other things like messages etc.
- Footfall system will now be open all day while surgery is open.
- Two new salaried GP's, Dr Jennifer Moore has already started and is doing six sessions per week over four days and Dr Felicity Blain (retainer GP) who starts next week and will do one day a week. Dr Blain is also taking an interest in the PCN and works in the ICB workforce transformation team. She also does coaching with clinical directors and is offering coaching for our GP's.
- Two new Advanced Nurse Practitioners, Julia Deo, and Warren Edwards.
- Lots of positive feedback from patients for BMC.
- Friends and family texts turned on again with positive comments.
- Dr Gopaul has a pre-diabetic video on you tube to help patients.
- Systmone bookings turned on online for patients to book.

PCN:

Nothing changed since last meeting.

A&E attendances:

December – February increase in BMC patients attending A&E however since new appointment system put in place attendances have decreased.

Health Watch Event

Graham has not received any emails regarding event.

Park run practice – event with Millwood being organised and patients are also being signposted to attend.

Enhanced Access

Saturday and evenings are continuing at this current time.

Vaccination Clinic

Last clinic being held this Saturday.
All Home visits and care homes completed.

Garden at Hopton surgery:

Volunteers asked for to tidy up garden at Hopton Surgery.

A.O.B

Two patients have explained difficulties with hospital, one was told to go to GP for bloods after being seen at hospital and second patient was contacted by 111 at 5am advising blood test was abnormal. Patient has a long-standing issue and, in this case, had to go back to hospital.

MEETING CONCLUDED

Next meeting – will be at 5.00pm
Caitlin will email confirmation