

## The Beaches Medical Centre Patient Participation Group

### Minutes of meeting 14 November 2022

Present:

Patients: Linda Browne  
Lyn Gibbs  
Richard Knibb  
Chris Smith

Business Manager: Caitlin Clarke

- Covid and Flu vaccination clinics are going well with a good take up by patients. These will run for the next two Saturdays.
- The surgery is currently conducting a review of the appointment system to see if any improvements can be introduced.
- A new Pharmacist will be joining the practice in February.
- As Business Manager, Caitlin is considering various ways in which the practice can become more involved with the Community. Students are painting a mural for the recently redecorated waiting room at Sussex Road surgery, and she will also be attending a meeting at the college with students.
- Discussions took place on options to improve the outside appearance of the surgery and how this could be achieved, for example, removing weeds and possibly having plants / hanging baskets on display,
- The out of area GP telephone service is no longer being used by the practice.
- Two chairs are on order which will have higher seats for use by people with mobility issues who have difficulty standing from a sitting position.
- A receptionist is now available in the nurse's waiting area so that patients do not have to return to the main reception area if they need to make a follow up appointment etc.
- There is a non-clinical Health and Wellbeing Advisor at the practice to give advice to patients wanting to give up smoking, lose weight etc.
- An in-house Physio works in the practice three days a week.
- Richard brought in a box of Parkrun magazines which will be available in the surgeries. Patients and staff are encouraged to take part in these as walking is very beneficial to health and wellbeing.
- The PPG really needs a few more patients to become members so that it can be more involved with the practice and help them improve the patient experience. It was suggested that a poster could be produced for display in the waiting room and on the Beaches website, asking for patients to become members. Ideally, a PPG newsletter will also be produced periodically to help keep patients informed.
- The next PPG meeting will be arranged for a convenient date in January 2023.