

THE BEACHES MEDICAL CENTRE

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Minutes of Meeting PPG

Date: 26th April

Time: 17:00

Venue: Training Room Sussex Road Surgery

Attendees:

Practice Staff:

Caitlin Clarke - Business Manager

Beth Cramer – Deputy Nurse Manager

PPG Members:

Lyn Gibbs

Victor White

Chris Smith

Updates.

New salaried GP starting in July 2023.

Dr Blain, who will be working two days per week and supporting with GP retention
3 x applicants for current Salaried GP vacancy, coming in for interviews in May.

New recall system:

Started, amendments made for May; including patients with both Diabetes and Hypertension only being invited once as both reviews can be done together. Otherwise going well.

Update from Beth Cramer (Deputy Nurse Manager) with regards to staff training in long term conditions and chronic disease management – also updated that a new HCA is joining us shortly on a full-time basis.

PCN:

No update since previous meeting – Access/Capacity plan to be created as a PCN for IIF.

Telephone waiting times:

Increased slightly, due to increased demand and a Receptionist leaving Reception to join another role. New telephone system (cloud based) being installed in May with more function to help this.

Raised by PPG – long call queue and manner of Receptionist not up to standard. CC explained an audit is going to be carried out to listen to calls to praise good examples and to improve on any calls that are not up to standard. More training to be provided by CC also. CC explained a new concept that we may implement which will allow patients to book themselves in for a prebookable routine appointment with a GP or ANP via a text link – allows for more flexibility of appointment day/time and also to choose own clinician/site. CC would welcome feedback on this from the PPG?

A.O.B

Enhanced Access, Saturday and evenings are continuing at this current time with more provision added, new ANP Warren is doing Hypertension Management telephone calls on a Monday and Tuesday evening.

Vaccination Clinic

Further clinic on the 29th, Lyn is attending. One further clinic at Hopton next week and then last clinic on the 20th May at Sussex Rd. Care homes are completed, Housebound around half way with a vaccinator going out every day.

To add next time of meeting on PPG website page and on Facebook.

MEETING CONCLUDED