

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: 15th March 2023

Time: 12.30 1.30 pm

Venue: Training Room Sussex Road Surgery

Attendees:

Practice Staff:

Caitlin Clarke - Business Manager

Michele McMahon – Secretary

PPG Members:

Lynn Gibbs

Graham Dunhill

Victor White

Richard Knibb

Linda Browne

Katherine Newman

Apologies

Loretta

Chris Smith

Updates.

New salaried GP starting in May 2023.

Dr Moore who will be in surgery 4 days a week.

A new advert vacancy has been put on Facebook.

New recall system:

This will be starting from April 1st, 2023, for long term conditions e.g., diabetes, asthma, BP

This will help with patient care and will maximise our income as a practice to allow us as the practice to do even better.

In April patients who are vulnerable, safeguarding, learning disabilities, serious mental health list register will get called earlier in the year.

Posters will be put out to say that we have improved the system for long term conditions reviews.

We will be using text systems that will provide a link for patient to book their own appointment.

Patients who do not have a link or do not respond to the link will receive a telephone call. If patient does not respond to telephone call, they will receive a letter.

PCN:

There is a new interim PCN Manager, Jodie Tilley who will start on 20th March 2023.

There will be more roles for hiring

PPG across PCN

Currently there is no PPG at Millwood but when there is we could organise a PCN PPG meet

Graham has had no reply from Sadie Parker – to email with Caitlin cc'd

Telephone waiting times:

October 2022 was average 20 minutes.

Average waiting times March 2023 is now 4 minutes, this however still varies on the time of day.

Men's Health Plan

To bounce of the success of the GY Walk and talk. This will not be for just our patients but for any patients. A mental health worker will come along, physiotherapist, GP. Will be on the basis of a drop in. Most of this will be held at this surgery. This will be held on either a Saturday or Sunday.

A.O.B

DNA's. Some appointments made so far in advance. Since changing to urgent care team we do have more on the day appointments than prebookable and appointments lines are turned back on again. Consider sending reminder.

Health Watch Event

To hear about plans for the new JPUH. Health and social care developments in the East of Norfolk. This is a free event on 27th April 2023 at the Pavilion Theatre Gorleston. This is prebookable through Eventbrite.

Enhanced Access

Saturday and evenings are continuing at this current time.

Vaccination Clinic

Over 75 and those that are immunosuppressant Care homes commencing this week, Housebound commencing 17th April in line with national guidelines.

Care homes will be done in the first week.

Saturdays will be for over 75 years patients.

No plans for under 75 until Spring

PPG to help, maybe set up stalls.

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

MEETING CONCLUDED

Next meeting – will be at 5.00pm

Caitlin will email questionnaire to find appropriate day suited to all members.