

The Beaches Medical Centre Patient Participation Group Meeting

Friday 1st March 2019 @ 10.00 am

Minutes



Present:	Dawn Barnham Ray Cleveland Tina Cleveland Jill Emmerson Lyn Gibbs	Sue Knight Teresa Plane Chris Smith Tony Waring
Apologies:	Graham Dunhill Martin Knowles Sandra Peppiatt	Dawn Reeve John Watt Eliza Pepper (Well Being)

Item	Action
<p>1. Tina welcomed everyone to the meeting. Liza Pepper has given her apologies but would like to attend a future meeting.</p> <p>2. Minutes from the meeting on 24th January 2019 were agreed as accurate. Until the new website is set up the current email address is for Central surgery. This will be updated on the new website, but patients should not use this to book appointments or for urgent messages as there is not enough staff resource to check this throughout the day only intermittently. The action point log was reviewed and updated as follows: AP16/18 – C/F. Will be reviewed again later in the year. AP32/18 – C/F, awaiting information from Graham AP33/18 – Cleared AP34/18 – C/F, Tina will remind Karen about this AP37/18 – C/F, Dawn B. will speak to System One about using the correct locations on appt sheets AP1/19 – Tina will obtain information about Dementia Cafe from John Watt then post on Facebook AP3/19 – C/F, Dawn B. will speak to partners about the ongoing telephone issues and patient complaints. AP6/19 – C/F, Karen confirmed signage has been ordered last week. AP7/19 – Cleared. It was agreed that posters should just contain information for The Beaches MC from October when the three sites merged</p> <p>3. Practice Update: All three surgeries are struggling now due to the high levels of sickness amongst the staff from all sites. The clinicians, reception and administration staff have been brilliant working extra hours and extremely hard to keep things going. This has been much appreciated by the partners and practice managers and Dawn thanked the staff for all their efforts. Two new reception staff have been employed, one started this week and the other will start in two weeks' time. Both will require full training. All reception staff rotate across all three sites. A Clinical Pharmacist will start in April and practice is looking to recruit another one as funding is available. POD is working well. CQC are coming in on 6th March to inspect CHC rather than the Beaches MC so staff are working hard in pulling together the necessary documentation. An action plan is already in place for The Beaches rather than CHC following the merger in</p>	

<p>October. There is a very important locality network meeting taking place on 6th March so it is hoped that the appropriate GP's and both Dawn's will be interviewed in the morning to enable them to attend. CQC will then provide feedback on another day.</p>	
<p>4. PPG Event 2019: Dr Gopaul, has agreed to speak, as have both Dawns and George the reception manager. Karen W. has agreed to speak to MIND and other representatives from the services provided by the practice to see if any of them will attend and have stalls / speak on the night. Dawn agreed that Lyn & Tina could contact other staff to ask for volunteers from the ANPs, PNs etc.</p>	
<p>AP8/19 – Lyn / Tina to email appropriate staff seeking volunteers to speak on the night</p> <p>Tina had produced a poster the content of which was agreed by Dawn B and the PPG.</p>	Lyn & Tina
<p>AP9/19 – Lyn to email the editors of Gorleston Community magazine, Hopton Village Voice and the Village Voice covering Bradwell, Belton, Fritton areas etc.</p> <p>Lyn has also produced an agenda and feedback form for the event.</p> <p>Question was asked whether enough patients will attend or whether other services needed to be offered e.g. cholesterol tests / blood pressure monitoring. Members felt that it would be difficult to ask staff to do this work in addition to their day job.</p> <p>11.00 Sue Knight left the meeting.</p> <p>Posters will be displayed beginning of April and Tina will contact the Mercury and advertise on the Facebook page. The practice will send a text message about the event to patients.</p>	Lyn
<p>AP10/19 – Tina to contact Julie Woods (MESH) about advertising the event.</p>	Tina
<p>5. Brainstorm Session: This will be carried over to the next meeting.</p>	
<p>6. Feedback from PPG Forum: Sadie Parker (CCG) explained that a Primary Care Network Strategy had been developed and that the four Primary Care Hubs (PCH, previously known as localities) in Gt Yarmouth and Waveney will form a Primary Care Network. Amanda Sear (Coastal Health, CH) explained that CH is a Provider organisation representing the 16 GP practices in Gt Yarmouth & Waveney. It will become a company limited by shares in March 2019. CH will look at strengthening the four PCH's and aims to work more closely with other GP organisations across Norfolk & Waveney. Sophie Martin (ECCH) gave a basic presentation on taking forward the Adult Community services and specialist palliative care contract. I've attached a copy of the slide they displayed and will forward the minutes of the meeting once I receive them.</p>	
<p>7. Any other business:</p> <ul style="list-style-type: none"> The practice would like PPG members to help and encourage patients to complete a patient survey. Questions used will be the same as those used in the previous survey to allow for comparison. It was agreed that members will spend time in the waiting room at all three sites throughout March and April. The survey will then be repeated in September and October. 	

AP11/19 – Lyn to canvas members availability for waiting room duty.

Lyn

- The frame containing the GP photos has been stolen off the wall in the Sussex Rd waiting room. Another frame will be ordered and GP photos will be updated to include the new GP's now working out of Sussex Rd.
- Lyn issues a copy of the SDG minutes directly to all staff at Sussex Rd but only has email addresses for Dawn and Dr Gopaul at Magdalen Way & Hopton. Dawn confirmed she is happy to forward the minutes onto all the other staff although she may send all the contact details to Lyn to email directly. Main thing is that all staff receive the same information.
- In future PPG meetings will alternate between Sussex Rd and Hopton. As the room at Hopton will be extremely cosy Dawn agreed that some of the tables could be removed so that members had more space to sit comfortably.

8. Dates for future meetings of The Beaches Medical Centre PPG:

Wednesday 3rd April 2019, 10.00 at Hopton

Friday 10th May 2019, 10.00 at Sussex Rd.

Meeting closed at 11.40.