



The Beaches Medical Centre PPG Newsletter

Sussex Road, Magdalen Way & Hopton
☎ 01493 414141
thebeachesmedicalcentre.co.uk

C

Message from the Chair:

Christmas can be a very stressful time for many people, especially if they're not feeling very well. Make sure you have enough medication to take you through the Christmas period. Should you need to visit the surgery then check out their opening times below and if it's non-urgent then sign up for online access to make an appointment, order medication and check test results. It really does take the stress out of what is already a stressful time. Speak to Reception to find out more or download the forms from the website.

Tina Cleveland (Chairperson PPG)



Staff Updates

Full time reception staff have been recruited to cover those leaving for maternity leave, a part-time clinical pharmacist will be starting at the end of January 2020.

OPENING TIMES

Saturday 21st December	Closed
Sunday 22nd December	Closed
Monday 23rd December	Normal hours
Tuesday 24th December	Normal hours
Wednesday 25th December	Closed
Thursday 26th December	Closed
Friday 27th December	Normal hours
Saturday 28th December	Closed
Sunday 29th December	Closed
Monday 30th December	Normal hours
Tuesday 31st January	Normal hours
Wednesday 1st January	Closed

A statement from the surgery

The Beaches Medical Centre has, with support from Great Yarmouth and Waveney CCG, secured the support of a small team from a Practice in West Norfolk. This team will work with the partners and the Practice team to design and implement changes to help the Practice improve systems and processes. The team will initially focus on making the changes to address concerns identified by the Care Quality Commission (CQC), to ensure that services received by patients are safe, effective, caring, responsive and well-led. They will move onto reviewing the appointments system with an aim of improving the experience for patients. The team are committed to keeping patients informed about changes and will work with the PPG to achieve this.



WORLD'S BIGGEST
COFFEE
MORNING

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU

Partner
PPG

We would like to thank everyone who attended the MacMillan Coffee Morning. We managed to raise £150.17

Need an appointment? Have you registered online?

Once registered you can book clinician/GP appointments, order prescriptions, check test results, change personal details and view parts of your GP medical records. Speak to Reception today to get your log in details.

CHECK OUT OUR FACEBOOK PAGE Contact us with questions or suggestions

<https://www.facebook.com/thebeachesmedicalcentre> or email on beachesmc.ppg@gmail.com

DNA (Do Not Attend) Results



Here are some of the people who work tirelessly for you!



Please keep the smile on their faces and cancel unwanted appointments

- Each missed appointment costs on average £42.91
- Over half the lost appointments were for Nurses
- 317 females didn't attend as opposed to 219 males
 - Over 10,000 patients were seen in October

Month	Did Not Attend	Total
January	432	£18,969.12
February	437	£19,188.67
March	427	£18,749.57
April	407	£17,871.37
May	435	£19,100.85
June	437	£19,188.67
July	502	£22,042.82
August	419	£18,398.29
September	474	£20,813.34
October	536	£23,535.76
Total	4506	£197,858.46

We would like to thank Morrisons for donating a hamper to The Beaches Medical Centre for a patient and a hamper for a member of staff in our Nominate-A-Star scheme. So please post in the box on the PPG table if you would like to reward a special member of staff or make a suggestion. The winner for this Newsletter is:-

Patient: Mrs Pat Andrews

Clinician/staff member: Mrs Pam Cullen

Suggestion: N/A

You can now nominate staff across all three sites.

Please find the box in your surgery and start nominating/ suggesting.

Only forms with contact details and who have nominated or suggested can be entered into the draw.

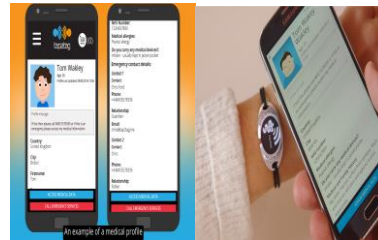
Phlebotomy

Appointments are now available for Phlebotomy during lunch-time hours for those who find it difficult to attend during the working day.

TAP 2 TAG

**Do you have a long term condition?
Does your family want peace of mind that you're OK?**

The device come with a special chip inside it. A paramedic or first responder simply taps their NFC enabled phone against the device and your medical information appears. There are no apps to download, the information simply appears on their phone's browser.



We have teamed up with the founder of Tap2Tag, Chris Ford, who has kindly donated some of these to give to our patients, free of charge., they are worth £19.99 each.

Do you have a long-term condition that you would benefit from one of these? If so, email with the header Tap2Tag to tina.cleveland@ntlworld.com to be considered. All we ask is for your feedback once received.

There is no fee and no subscription

An Ode to a Doctors Surgery

There's more than just a GP to satisfy your ills

The Pharmacists the first place when you get the chills

Maybe it's a UTI? then an ANP's right for you

But there's no need to run to the Doctor whenever you feel blue

Speak to the Receptionist, you'll have much to gain

They know best where to send you when you have a pain

Just trust the rest of the team to make you feel much better

But don't you dare DNA or else you'll get a letter

Your friendly PPG are always here for you

When you don't know where to turn or what to do

So sign up for Online Access it's easier than you think

Check out the surgery website and download forms from the link

Take them to the surgery with two forms of ID

Then sit back and relax it's as easy as 1-2-3

© Tina Cleveland

Need an appointment? Have you registered online?

Once registered you can book clinician/GP appointments, order prescriptions, check test results, change personal details and view parts of your GP medical records. Speak to Reception today to get your log in details.

CHECK OUT OUR FACEBOOK PAGE Contact us with questions or suggestions

<https://www.facebook.com/thebeachesmedicalcentre> or email on beachesmc.ppg@gmail.com