

The Beaches Medical Centre Patient Participation Group

Minutes of meeting 23 September 2022

Present:

Patients: Linda Browne
Lyn Gibbs

Business Manager: Caitlin Clarke

1. As there were only three people present the discussions were very informal. The waiting room has been redecorated and a mural is being painted by college students. The IT team will be installing a screen which will tell patients when to go through in addition to the tannoy system.

Training is ongoing for reception staff. There continues to be high levels of activity on the telephones which means patients must wait to get through. Caitlin is looking at how this issue can be improved, and the Practice is currently in the process of hiring further Receptionists.

Hopton surgery will be re-opening on a full-time basis. Most staff currently circulate between Magdalen Way, Hopton and Sussex Rd.

Due to Covid restrictions some routine, non-essential health checks had not been happening. It was queried whether the NCC health checks taking place in the library would have any impact on the practice. Caitlin thought this would cause some duplication of work for the Beaches with referrals from the NCC but would investigate it.

Covid / Flu vaccination clinics start 24 September and will take place each Saturday until December. These will take place at Sussex Rd apart from one on 8 October which will take place at Hopton. PPG members were asked to help at these sessions directing patients etc.

It is hoped that once the PPG becomes established with a few more members they will interact with the practice and the patients in a variety of ways, to help the practice improve the service it provides which will be a benefit for everyone.

The next meeting will take place early in November.