

The Beaches Medical Centre Patient Participation Group

Minutes of meeting 15 August 2022

Present:

Patients: Graham Dunhill
Lyn Gibbs
Julie Greaney

Business Manager: Caitlin Clarke

1. Minutes of meetings 14 Feb 2020 and 1 July 2020 were accepted.
2. Matters arising centred on the need to recruit more members to the PPG.
3. Current Situation

Caitlin gave an update on the current situation. Accessibility for appointments is good and there are enough appointments. It is disappointing that the recent survey results put the Practice so low. There is a need to communicate the good service being provided.

There is still much that Caitlin is reviewing as she has only been in post a short time, but changes are being made across service areas. She was keen to see the PPG begin meeting again and the Partners are supportive and one of them will attend meetings in the future. Caitlin outlined and gave details of the GPs at the Practice with locums supporting the Partners. It is still difficult to recruit GPs, although there is a current advert published to try and recruit another GP.

The staffing list on the website is up to date, and this will be added to the waiting areas once the redecorating is complete.

Decorating is about to begin starting with the waiting room.

The reception team will be undergoing training as there are some new members of the team. The reception desk facilities were discussed as the height between the staff and patients along with the glass partition makes communication difficult at times so changes are being considered.

Anyone concerned about confidentiality can ask to speak away from

the desk, but there are currently limited locations where this can take place.

4. Future Plans

To improve the service so that patients are proud to be registered with the Practice and this is reflected in the CQC rating and surveys.

Clearly the Practice would like to recruit GPs but also ensure we have the necessary expertise throughout the organisation.

Although technological developments and social media opportunities are welcome the difficulties for some patients in using the digital equipment is acknowledged and contact by telephone or face to face will be maintained so that patients can have confidence that their needs will be met.

It is intended to hold presentations from the professional staff to inform patients about various topics along with online videos.

The intended hub at Shrublands may not be as comprehensive as anticipated so there are no plans to close Sussex Road. Hopton is to become more active than at present which will be much appreciated by patients who live in the expanding village.

Care home activity is being addressed as there was a shortfall with regards to the speed of the roll-out of the Covid Spring Booster.

5. PPG Constitution and Membership

The PPG is an important contributor to the way in which the Practice develops. Recruitment initiatives will be pursued through personal contact, website and at Practice sessions such as flu and covid vaccination events.

6. Health Checks

The lack of information regarding Health Checks including those eligible will be addressed with patients being called in as necessary.

Date of next meeting to be around end of September to prepare

for events such as flu / covid vaccination clinics.