



PPG Meeting Minutes

DATE: 05.02.20

SITE: Beechcroft / Old Palace

TIME: 12.30pm

Present; Staff; SPT, SM, SP, JH, RA.

Patients; MS, BB, DH, HP, MM, JF & JT

Review of last month's minutes, all agreed, and apologies for previous minutes not being available. Copies of future minutes & agenda will be available for the next meeting, & posted on the Internet.

We introduced ourselves & welcomed the new patients that had joined us.

IAS – Improved Access Service has been up and running since January at Roundwell Surgery. This allows us and neighbouring surgeries to book into certain appointments during the afternoon, evening & weekends. Patients have more availability & flexibility.

Extended hours – We operate these appointments from Beechcroft & Old Palace surgeries, and they have to be outside of our core times of 8am-6.30pm, at present the appointments are on a Tuesday morning & OP 7.30am -8am, and evening at BC from 5.30pm -7pm. From April we will continue with OP mornings & will add in an additional nurse.

BC will move to 6.30 – 7.30pm with a GP & Nurse Practitioner. This is the contract terms even though patients do not always want to come out that late at night. We discussed that anyone can book into these appointments not just those who work.

Social Prescriber – we are lucky enough to have a lady called Barbara who attends the surgery on a Monday from 9am -12pm. These are hour long appointments, she can help with Non-clinical problems i.e. housing, benefits, be-friending etc. NCC will be adding an additional person to this service so hopefully we can add on another day.

Patient List – BC numbers have risen to 4157, OP 2806. We expect a steady rise with the ongoing building, & check the numbers each month.

Car Parking – This is an issue especially at school drop off times. Very little we can do at present.

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NHS England – They visited us last week to review our contract. They went away very happy that we were meeting all our targets.

Self-care – Jimmy our clinical pharmacist up-dated us on using the chemists for additional advice, they are having/had extra training to help with self-care, and should be the 1st point of contact for many minor ailments & conditions. They will have a consultation room if something is of a personal nature. Will not prescribe Hay fever medication, some creams or Paracetamol, unless it is for chronic conditions.

It was raised with regard to un-employed people; these items are very inexpensive from supermarkets etc. A GP is for medical need not financial problems.

We can send patients to certain opticians for 'Minor Eye Clinic'; again these have been given extra funding to help with patient care.

We will have a service for physio appointments, this should be up and running in a few months, these may be either at BC or Roundwell surgery.

Staff up-date – We have a new lady GP Dr D Bigeni who is settling in well & also Health Care Assistant who has joined us. We will have another HCA at the start of April.

Corona Virus –we have this in hand, staff are aware of what needs to happen & PPE is available, if needed.

AOB – Mr Blake mentioned Health & Safety of staff, & whether a screen was a good idea to help prevent staff coming into contact with coughs & colds, SM said she would look into the costing of this, & also the radio system coming through the speakers rather than the front desk.

He also asked about NAPP (National Association Patient Participation). Sharon was unsure if BC or Windmill Surgeries were a member. Coastal surgeries are. We could get someone to come to the surgery and speak about a pacific topic if required.

NEXT MEETING – Wed 13th May 2020 12.30pm

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