



PPG Meeting Minutes

DATE: 5th March 2019

SITE: Beechcroft Surgery

TIME: 12:30pm

ATTENDEES: Sharon Marsden, Sheila Pink, Cheri Barker, Derek Hilton, Jenny Thompson, Peter Goulding and Peter Bassham

APOLOGIES: Dr S Patel

UPDATE

Between Old Palace & Beechcroft we have recruited some new members to the team

Courtney is our new Health Care Assistant working across both Old Palace and Beechcroft, we have Heather who is our new receptionist, and Sheila Pink is Site Lead for both Old Palace and Beechcroft and is currently doing a wonderful job.

Mentioned was about the calls and the receiving when they go over we are going to look at this with our IT department to see if there is anything that can be done, also to look at the message on the phones Tone and the length of the message.

Siobhan currently works as the practice Nurse Practitioner across both sites on a Thursday. Dr Harper left in October last year, by introducing a Nurse Practitioner this has helped to free up appointments on the day across both sites.

Closure of Old Palace

PPG group felt that the closure of Old Palace on a Thursday afternoon had not impacted on the patients or left them unable to be seen by a GP or any of the Clinical team, For some PPG members Beechcroft is closer to them and where it would be 25minutes to make their way to Old Palace its only 15minutes to Beechcroft surgery for them.

Lots of positive feedbacks from the PPG around the cross cover of the sites and the new improved access which was introduced back in autumn 2018 in Norwich. Patients are being given the option of appointments at Lion wood surgery as part of the improved access. Which patients are taking advantage of and seems to be working well. They can see our GPs or nurses if they are working in the improved access or they have the opportunity to be seen by other GPs.

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Primary Care Network

There is going to be a new way of practices working together, this is called a Primary Care Networking, the reason behind this to improve patient care and a better way of working. This will enable different surgeries to offer extra support to their patients. The way a Primary Care Network will work is that there could be a Specialist Diabetic Nurse or even a social prescriber that will be based at various surgeries within the group PCN (Primary Care Network) Group could be based at our surgery but other patients from other surgeries could be referred to our surgery to be seen.

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