



Patient Participation Group Meeting Minutes

DATE: 30th August 2018

SITE: Old Palace

TIME: 1:00pm

Attendees: Sharon Marsden, Siobhan McGrath, Suhbash Patel, Sheila Pink, Cheri Barker, Peter Goulding, Dawn Castle-Green, Keith Smith, Brian Blake, Jean Friend

Apologies: Mrs Goulding

UPDATE

Sharon Marsden, Practice Manager updated the PPG on the changes to the practice, the changes in staffing with Siobhan McGrath moving to a Nurse Practitioner role cross covering Old Palace and Beechcroft surgery we have Rosanne who moved over from our Coastal Sites. Sheila Pink is currently the new site lead for Old Palace along with Beechcroft surgery, Rebecca Hardinge has now moved over to our strategic team at Windmill.

Linda Banes is now no longer full time at Beechcroft surgery and is now working as a locum nurse for the surgery, Dr Dhas will now be working at Beechcroft on Monday & Tuesdays alongside Dr Patel.

CLOSING OF OLD PALACE ON A THURSDAY AFTERNOON

It was discussed with the PPG that as of the 1st October we will be closing Old Palace surgery on a Thursday afternoon, the surgery will be open in the morning with the clinical team working as normal with a HCA & General Practitioner and in the afternoon, the clinical staff will be working out of Beechcroft surgery, Old Palace patients will have access to clinical appointments at Beechcroft and will still be able to see a General Practitioners & Nurse Practitioners clinical pharmacists for appointments to monitor chronic diseases and medication reviews as well as normal health queries patients may have. Siobhan will be available to assist with minor illness & GPs will be available for the more complex queries. GPs at Beechcroft surgery will have blocked appointments to support Old Palace Patients with their care on a Thursday afternoon and Old Palace Reception team will be based at Beechcroft to support any prescription queries or requirements for booking route appointments.

FLU UPDATE

Siobhan gave an update on the flu procedure for this year, Beechcroft are holding a Saturday Clinic on the 29th September and Old Palace's clinics will be held during the week. The flu vaccination is slightly different this year, we have two types of flu's been delivered we have flu vaccinations for over 65s and vaccinations for under 65s, we are booking each patient in according to the flu vaccinations that arrive first and depending on what age category the patient falls under. We will be sending out flu reminders via text and on the back of prescriptions as in previous years, we will also look to catch any extra reviews on the day and encourage patients to book appointments for those while they are in the surgery.

IMPROVED ACCESS

Old Palace and Beechcroft are part of the Improved Access, to where patients can now be seen at a weekend at Lion Wood Medical Practice in Norwich. These appointments can be booked from either Old Palace or Beechcroft Surgery; you have the availability to be seen by a GP, Nurse or a Nurse Practitioner.