

	<p>Patient Participation Group For Beechcroft & Old Palace Surgeries</p> <hr/>
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Minutes of Meeting October 2023 at Beechcroft Surgery

1. Attendees:

Name	Role	Surgery	Organisation
MB	Site Lead	BCOP	
JT	Patient	Beechcroft	
BB	Patient	Beechcroft	
CH	Patient	Beechcroft	
GH	Pharmacist	-	Beechcroft Pharmacy

2. Apologies:

Name	Role	Surgery	Organisation
BG	Patient	Beechcroft	
MS	Patient	Beechcroft	
	Patient		
	Patient		

Members are asked not to bring personal issues to the meeting please.

Item	Minute	Action
3	Minutes of meeting July 2023 read and agreed	All
4	No matters arising	All
5	Action Log Review –	All
6	Staffing Matters – There have regrettably been two receptionist resignations/ retirement. AR's roles increase to offer a wider service triaged to better suit pt requirements. GP trainee (2 nd year) Dr Kapeleris with the surgery for 6 months.	All
7	Surgery Updates – Many nursing appointments not being taken up. Great uptake for both Flu and Covid vaccinations. Apex call queue board available for pt telephone wait times, currently at 4 mins inclusive of 1 minute msg. All staff working across both BC and OP sites. 2 buildings 1 site vision for more pt accessibility	All
8	Pharmacy Update - The severe backlog experienced after the resignation of Yvonne has been eradicated and the telephone system is completely up to date, access for surgery to email queries and a more effective way to manage flow request.	GH
9	Workplan for 2024 – Continue ongoing flu and covid campaign for year. Staff wellbeing programme to be reviewed. Focus on communications with patients to ensure the changes in Primary Healthcare Services are fully understood. Catchment/ boundary changes, CQC rating, Healthwatch Norwich – Links to txt pt with invite for feedback. Dates of data published including policies and procedures, PPG meetings from 2015. Data Protection 'Kafico' Information and introduction. Practice Manager, partner and Ops manager to attend next meeting.	
10	Any Other Business - None	All

Members are asked not to bring personal issues to the meeting please.

11	Date of Next Meeting – Thursday 11th January 2024	
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Meeting Closed at 13:55hrs.

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