

# The Beaches Medical Centre Patient Participation Group Meeting And A.G.M



Thursday 9<sup>th</sup> January 2020 @ 10.00

## Minutes

Present:	Dr Imran Ahmed Ray Cleveland Tina Cleveland Graham Dunhill Lyn Gibbs	Steve Lloyd Dawn Reeve Chris Smith Tony Waring
Apologies:	Jill Emmerson Sue Knight Martin Knowles	Sandra Peppiatt Teresa Plane

Item	Action
<p><b>A.G.M.</b></p> <p>1. Tina welcomed everyone to the meeting and wished everyone a happy new year. Introductions were made for the benefit of Dr Ahmed and Steve. The committee agreed the the past year had been a very stressful time for all clinicians and staff at The Beaches Medical Centre because of the poor rating from CQC and the lack of appointments. The patient event undertaken in April had been very successful with positive feedback from the patients that attended. The PPG holds funds totalling £160.82.</p> <p>2. The PPG elections took place with the following officers being nominated and elected: Chair – Tina Cleveland Vice Chairs – Chris Smith &amp; Tony Waring Secretary – Lyn Gibbs Publications – Tina</p> <p>3. Revisions to Terms of Reference: Section 5 – names of elected Officers to be updated Section 7 – all meetings will take place at Sussex Road, Gorleston</p> <p>The AGM closed.</p> <p><b>PPG Meeting:</b></p> <p>4. Minutes from the meeting on 15.11.19 were agreed as accurate. The action point log was reviewed and updated with all cleared actions being removed: AP34/18 – C/F, Dawn must check these then pass them to Tina AP14/19 – Cleared, came up as The Beaches when tested by staff AP30/19 – Cleared AP34/19 – C/F, Tina will email some possible dates to Dawn &amp; Lyn AP35/19 – C/F, Toys advertised for sale but no buyers so Tina will try re-advertising later</p>	

AP36/19 – C/F, Lyn established that Ali Thayne is the contact at JPUH re dementia training for staff so Dawn will contact her

AP37/19 – Cleared – use of volunteers at the Beaches may be useful in the future depending on requirements and they would be allocated specific tasks as appropriate

AP38/19 – Cleared – prescriptions can only be pre-ordered seven days in advance although patients can order earlier by completing the free text box if they are going on holiday etc.

#### 5. Practice Update:

Steve has been on site since 1<sup>st</sup> November talking to staff and some “quick win” changes have already been introduced. A more formal line management structure has been introduced and teams now hold short, productive monthly meetings. Bullet points are captured to help ensure that all actions are progressed or fed through the proper chain of command.

#### **AP 01/20 – Steve to issue details of teams to PPG in confidence, for information only**

Steve

Appointments were looked at as a priority and “Footfall” (CCG’s preferred model for digital access) will be adopted by the practice after Easter (mid to late April). A new web site will be introduced for Footfall which is best described as digital triage, which will ensure that patients are directed to the appropriate service i.e self-treatment, pharmacist or an appointment with the appropriate clinician. If a patient accesses online there will be an initial selection from a series of buttons which leads you to questions that need to be answered. If a patient contacts the practice by phone, the same process will be followed so the system will dictate what is appropriate in every case which should result in a fairer system for all patients to access appointments.

Staff and clinicians will all receive training and it will be important that accurate communications are given to patients so that they understand why the changes are being introduced and the positive outcomes that are expected following an initial “bedding in” period. This system will also make it easier to manage the requirements of patients with long term conditions. Patients have to phone to make an appointment with the correct clinician for phlebotomy / smear tests etc and this will remain the same.

Dr Magkrachi will be starting as a salaried GP next week. Desmond has started as an additional Living Well Connector and will be based one day a week at Magdalen Way, Esther (advanced Nurse Practitioner) will retire at the end of January. Fiona (MIND) works in the practice five days a week. Gorleston PCN has employed Amy Ribbons as a Social Prescriber and will be undertaking interviews tomorrow for a Clinical Pharmacist who will both divide their time between The Beaches and Millwood.

11.00 Dawn left the meeting.

All staff have been involved in providing ideas on what should be included in “The Vision statement” for the Beaches Medical Centre. PPG members also had an opportunity to make suggestions on the content, Steve will now pull together a statement taking into account all of the information gathered.

11,15 – Steve & Dr Ahmed left the meeting.

**6. Updates on Healthwatch and PPG Forum:**

It's still unknown what will happen to the Forum under Norfolk & Waveney CCG so pending a decision, Graham & Jean were re-elected as Chair & deputy chair. Members discussed the agenda for the meetings in 2020 but the main question is how the patient voice will be heard by PCN's, which is also something that Healthwatch have raised. It has been asked how successful the NHS App is and apparently, patients who delay in registering are unaware that the password expires after fourteen days.

**7. Any other business:**

- The PPG Facebook page has received 529 likes.
- Important that changes are communicated to patients so that they understand what is being done and why. It was suggested that a special edition newsletter be produced to cover "Footfall" which can be handed out in surgeries, emailed out, posted on Facebook and sent to Gorleston Community Magazine for possible inclusion.

**AP02/20 – Tina to ask Steve if Footfall details should be advertised, and, if so, check what information is available for a newsletter**

- Is minor surgery performed at The Beaches – yes by Dr Moghaddas but approximately 6 month waiting list

**AP03/20 – Tina to re-invite Susie Capon, ECCH, to a future meeting**

**8. Dates for future meetings of The Beaches Medical Centre PPG:**

Friday 14<sup>th</sup> February 2020 @ 10.00am

Thursday 2<sup>nd</sup> April 2020 @ 10.00am

Meeting closed at 12.00

Tina

Tina