Beauchamp House Surgery

Minutes of the PPG Meeting held on Tuesday 23rd April 2024

**Those Present:**

**Practice staff:**  Dr.Adiukwu, Christine Wood

**PPG:** Lesley Smith, Paul Osman, Joan Boyton, Derrick Peto, Eleanor Squire,

Nicki Doherty, Brenda Freshwater, Rosalind Gunning.

**Apologies:** Rohita Rajapakse, Dawn Woollcott, Kate Bischler,

**Meeting opened by**

RG

**Minutes of Previous Meeting**

Approved

**Matters Arising:**

There were no matters arising.

RG continued by introducing her proposed format for the survey on missed cervical screening appointments. CW informed the meeting that some additional wording to the questionnaire had been suggested by RR. ND asked if the practice’ SMS text system could be used to contact appropriate people. Dr.A said he would look into it. PO asked if it would be possible to send the survey only to those who hadn’t attended appointments. Dr.A said he would check on those patients who had been sent a number of reminders. A discussion followed on various ways to contact people and Dr.A reminded the meeting to take care over data protection. The general consensus was that patients should be asked “What can we do to make appointments easier to attend” A discussion followed on all the questions asked in the proposed survey.

**Forthcoming NHS or Practice changes/announcements**

CW replied to a question by ND about surgery updates, CW suggested that updates could be e.mailed to PPG members prior to the quarterly meetings. CW continued with information about the current decoration and repair work especially that the building is listed and the roof needs repair.

Dr.A mentioned the following:

\* nurse practitioner Kym is returning to Beauchamp House,

\* a new finance officer has been appointed,

\* the PCN has commenced family planning appointments,

\* Covid booster vaccinations have commenced.

\* a new PCN Head of Operations has been appointed

\* the old library in Beachamp House is now the pharmacy hub.

\* the practice has three GP trainees and foundation doctors plus medical students.

\* many more carers are now registered.

Minutes continued

PO commented on the high quality of the practice phlebotomy service and also asked whether the practice had been contacted by the Care Commissioner Audit. Dr.A said they were in regular contact.

ND asked if there is a follow-up mechanism if someone doesn’t turn up for an urgent appointment. PO asked if paramedics attended the surgery. Dr.A said yes they do on occasions but they mainly concentrate on home visits. He added that new recruitment was on hold until the new PCN Head of Operations had assessed the staffing requirements.

**Any Other Business:**

ND informed the meeting that Dawn had attended a PCN meeting on safe methods of communicating with patients. PO asked if the surgery is “dementia friendly” Dr.A indicated that he thought this was the case.

The meeting closed at approximately 7.30pm

The next meeting will be held on Tuesday 23rd July 2024 at 6.30pm

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