

THE BEACHES MEDICAL CENTRE

Sussex Road, Gorleston, Great Yarmouth, NR31 6QB
C/o Shrublands Health Centre, Magdalen Way, Gorleston, Great Yarmouth, NR31 7BP
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Minutes of Meeting PPG

Date: Monday 6th February 2023

Time: 5.00pm – 6.00pm

Venue: Training Room Sussex Road Surgery

Attendees:

Practice Staff:

Caitlin Clarke - Business Manager

Michele McMahon – Secretary

PPG Members:

Linda

Karen

Vic White

Richard

Kate Newman

Lynn Gibbs

Apologies Graham – Julie

| POINTS DISCUSSED | ACTION TO BE TAKEN/TAKEN | RESPONSIBILITY |
|--|--|----------------|
| Chairperson nomination | Vote taken – Caitlin to be chairperson | Caitlin |
| Role of PPG Group Be there to talk to patients. Gather feedback on what is working and what is not working. How to help make improvements. Spread the word about the good initiatives and new services being introduced into the Practice. Lanyards for PPG members to wear whilst in the Practice to let patients know who they are. | Working towards making posters for waiting areas on the role of the PPG Group Lanyards to be provided for PPG members | |
| Agenda Agenda prepared before the meeting, members can send in items to add on to the agenda for discussion at next meeting | Caitlin to send emails around to members asking for any issues to add on to the agenda ahead of time. Caitlin will update add updates to Agenda | Caitlin |
| Meetings All agreed to monthly meetings | Caitlin will create form to find time and availability for each member | Caitlin |
| Advertising for members Currently not advertising – for now to get established group and formality and then to look at new members who may wish to join. Suggestion was made to try and invite a younger person into the group. We have good links to the College for students who may be interested. | When appropriate Caitlin will contact college for students to consider joining | |
| Practice Newsletter To have a dedicated member to create a newsletter and leave in waiting room, post office and library. Also, to consider sending to local Gorleston magazine. Include in letter PPG information. Send PPG information to local parishes via notice boards and websites. | To be arranged | |

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| <p>Practice Gardens Funds are available but currently have no manpower. Hopton bloom has now been disbanded.</p> | To advertise on Face book for volunteers | Caitlin |
| <p>Friends and Family Questionnaire</p> | To be reintroduced | |
| <p>Confidentiality Confidentiality agreements to be done for members.</p> | Agreements to be brought to next meeting | Caitlin |
| <p>New and upcoming services Bereavement officers will be introduced to offer advice and guidance Fibromyalgia group starting run by the health and wellbeing group Health Watch Active Norfolk Men's Health Diabetes Webinar Patient can log on and watch Dr Gopaul discuss about statins and diabetic control and ask questions</p> | <p>Condolence cards to be sent</p> <p>PPG members to set up tables together with Healthwatch.</p> <p>Health and Wellbeing coach in discussion to get staff and patients more involved</p> <p>New member of staff will be organising Men's Health</p> <p>To be considered</p> | |
| <p>How many GPs do we have? All GPs are listed on the website</p> | This information to be included in Newsletter | |
| <p>Call time Call time has gone down by 75% due to appointment system change. Reception team have received training to triage. Website is now open until 2 or 3 o'clock. This can be used still for routine appointments.</p> | To explain new procedure to patients | |
| <p>Urgent care Team Paramedics, Nurse Practitioners, One Duty GP are part of the urgent care team who see all poorly patients. Patient appointment saved for that day. There is a separate team that deal with long term chronic/management team that include Practice Nurses and GPs.</p> | <p>This will be added in the website to explain changes and a survey to ask what patients think of the this.</p> <p>Also, PPG to come into practice to see what patients think.</p> | |
| <p>Messages sent via link Messages should now read what site patient to attend for their appointment. Hopton Sussex Road Magdalen/Shrublands</p> | Action was taken to fix problem of message not stating which site | |
| <p>Park Run Anyone wishing to take part can go on to the internet, type in park run and go to the website. They can then register. A bar code will be sent that can be saved or printed. This will need to be taken with you when attending the run</p> | | |

MEETING CONCLUDED

Next meeting – Caitlin will email questionnaire to find appropriate day and time suited to all members.