**Beauchamp House Surgery**

Minutes of the PPG Meeting held on Tuesday 23rd July 2024`

**Those Present:**

**Practice staff:**  Dr.Kamayani Singh, Christine Wood

**PPG:** Dawn Woolcott, Lesley Smith, Joan Boyton, Derrick Peto, Brenda Freshwater, Eleanor Squire, Kay Holmes, Pat Crace.

**Apologies for absence:** Nicki Doherty, Kate Bischler, Rosalind Gunning, Paul Osman, Rohita Rajapakse.

**Meeting opened by:**

Dt. Singh

**Minutes of Previous Meeting:**

Approved

**Matters Arising:**

There were no matters arising.

**Forthcoming NHS or Practice changes/announcements:**

Those present agreed that they had read the surgery update from Chris Wood sent by e.mail. CW added that plans for internal changes to the building are on hold due to the cost of roof repairs. Insurers have been notified but *total* payment has not yet been cleared. Roof work is due to start on July 29th. Of course, new trainees will need room to work.

DW commented that she is not happy with the layout of rows of chairs in the waiting room with patients having to look at the back of other patient’s heads. KH also said she was unhappy with the current layout of chairs. CW explained that if chairs were positioned with patients facing the reception desk other patients (who are explaining the reason for their visit to reception staff) could be uncomfortable and feel they were being watched.

CW suggested that a slight change in chair layout would have to be discussed internally.

Dr.Singh said the RSV (respiratory) vaccine will be available from September. Flu and Covid vaccinations will be starting at the surgery, by invitation, in October probably on the first Saturday. Patients will be sent a code on their mobile phones but those who only have landlines will have to call the surgery for attendance times. During vaccine days the surgery blood pressure equipment will not be available.

Treatment for long-term conditions will be coordinated by the pharmacists to avoid numerous individual invitations being issued. Patients will be asked to provide their own blood test results, those who do not have their own blood test equipment will be able to borrow one against a returnable deposit.

There were 16,000 appointments between 1st May and 23rd July

There have been:- 2,729 pathology results.

473 prescriptions actioned in one day.

5021 calls in June 2024.

1178 call-backs requested.

July 2924 PPG minutes continued

BF commented about the *continuous* reminder advice about cancellations heard while in the phone queue to the surgery.

Dr.Singh mentioned that a duty doctor will now be sitting near the reception desk all day to give reception staff immediate advice as to whether an appointment is necessary.

DW mentioned the call-back advice heard while in the surgery phone queue. CW advised that call-back advice occurs when there are more than ten in the queue but is not normally necessary when less than ten are in the queue.

KH told the meeting that she knew of people who are registered with surgeries that have poor reputations for service. These people considered the service given by Beauchamp House to be very good.

Dr.Chris Jones will be leaving the surgery. here are three more GP registrars and two foundation doctors. Dr.Qazi Wajid will stay on for six months. The phlebotomy service is working well.

Admin changes:- There is a new secretary/admin assistant and a GP assistant to help with appointments.

Dr.Singh started a discussion about feedback on the cervical screening survey. DW suggested the possibility of using the general outline of the survey with significant words altered to cover other health conditions. She also asked if members of the PPG could hand-out surveys to patients in the surgery waiting room.

The comment was made that many people book smear tests but do not turn up for their appointments even though a text reminder has been sent to them. A short discussion followed about notice boards, the general consensus was that notice boards do not get read. Dr. Singh commented that most people, including herself, are screen-based these days. PC also commented that notice boards are not read by many people,

KH mentioned the embarrassment and fear which is often associated with cervical smear testing. CW said that patients exhibiting those signs would be given extra TLC to reassure them.

**ANY OTHER BUSINESS**

Help at the surgery by PPG members.

Dr.Singh said that PPG members will be contacted about helping at the surgery. For example, help with general directions, where to hang coats and with the use of the waiting room blood pressure equipment etc.

The meeting closed at approximately 7.30pm

The next meeting will be held on Tuesday 22nd October 2024 at 6.30pm

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