# **Beauchamp House Surgery**

**Minutes of the PPG Meeting held on Tuesday 22nd October 2024**

**Those Present:**

**PPG:** Dawn Woolcott, Lesley Smith, Joan Boyton, Derrick Peto, Brenda Freshwater, Eleanor Squire, Kay Holmes, Pat Crace, Nicki Doherty, Kate Bischler, Rosalind Gunning, Paul Osman.

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

**Apologies for absence:** none

**Meeting opened by:** Dawn Woolcott

**Minutes of previous meeting:** accepted in principle.

**Matters arising:** BF mentioned the term “blood tests” should have read “blood pressure tests”. DP said that a correction had been sent out on the day following the meeting

KB mentioned repeat prescription problems especially with the “NHS App” not allowing reordering until a review had taken place. CW said that “System On-llne” gives additional information. Dr.A replied that the procedure for reviews is being “streamlined”. RG asked what should patients do?. CW replied that the surgery web-site has an area devoted to prescriptions, the picture which shows a hand with a pill in it takes the user to the correct area regarding repeat prescriptions. The surgery has no control over the NHS App but can add notes to “System On-line” DW mentioned that her medications vanished from the NHS App. Dr.A stated that efforts are being made to reduce the waste of medications so they may not appear on the app if a review is due. Dr.A, continued to say that the surgery pharmacists are synchronizing the issue of medications. BF stated that the NHS App was not “foolproof”, the consensus was that if medication was required urgently local pharmacies might be able to provide suitable alternatives. LS had to visit several pharmacies in order to get medication on behalf of someone else she mentioned that authorisation had to be obtained before pharmacies could hand out drugs of a certain level to anyone other than the patient.

ND informed the group that the PPG Facebook page has 83 followers, she suggested a liaison between the maintainer of the surgery web-site and herself, in her capacity of maintainer of the PPG Facebook page. BF suggested greater consultation between the surgery and the PPG. DW commented that Rohita had limited PPG meetings to one per quarter of a duration of one hour. Dr.A said the surgery would endeavor to inform the PPG of important events and changes.

ND stated that the recorded message giving the e.mail address for cancelled appointments is difficult to hear correctly. KB said she had been in the queue for some time and had eventually reached “number one in the queue” only to have to wait a long time before being answered. CW suggested that sometimes calls get into a “loop” but if the call-back systems is operating and used then all calls receive attention in the correct order.

CW mentioned that if a Beauchamp House patient thinks they can get a quicker blood test by going out of the area they shouldn’t do it under any circumstance as test results may not be returned to the surgery for patient record purposes.

Minutes continued

**Forthcoming NHS and Practice changes and announcements**

**1)** Dr.A Thanked the PPG for attendance and work during the recent flu and Covid vaccination programme, 841 patients had been vaccinated, he went on to state that Beauchamp House patients received invitations for vaccination via phone call or text. The NHS tend to issue general blanket invitations.

**2)** Dr.A mentioned that a leak in the surgery roof had been found but roof tiles were now being fitted, there are always problems when working on a listed building.

**3)** General Practice Improvement Plan. A government plan to standardise how patients are categorised on a “clinical need” not a “first-come-first-served basis”. All contacts will be asked to fill-in a digital triage form to appropriately signpost patients.

**4)** Between 1st August to 22nd October there were 16,700 appointments. 549 missed appointments. Between 1st and 9th August 1810 pathology tests were actioned and 2536 prescriptions were issued.

**5)** There is a new trainee doctor at the surgery.

**\***  Two new GP trainees.

**\***  2 hospital trainees.

**\*** Medical students in the new year.

**Any other business**

PO stated that various local health and care support groups had been unable to hold meetings lately because of lack of available staff. Financial restraints have also played a part in preventing support group meetings. KH mentioned she knew of a local NHS area who had lost a large number of staff in a short period of time due to resignations. PO said that St Peters Hospital in Maldon will remain open for a short time but the fabric of the building and facilities are in a very poor condition.

The meeting closed at approximately 7.30pm

The next meeting will be held on 21st January 2025 at 6.30pm

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